

## **Attachment 2 – Conformed Amendments**

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE		PAGE 1 OF 1 PAGES		
2. AMENDMENT/MODIFICATION NUMBER AA-01		3. EFFECTIVE DATE see block 16c		4. REQUISITION/PURCHASE REQUISITION NUMBER		5. PROJECT NUMBER (If applicable)	
6. ISSUED BY General Services Administration Federal Acquisition Service (FAS) National Capital Region (NCR) 301 7th St., SW - Rm 6100 Washington, DC 20407		7. ADMINISTERED BY (If other than Item 6)		CODE			
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)				<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NUMBER ID11170001 <input checked="" type="checkbox"/> 9B. DATED (SEE ITEM 11) 11/02/2017 <input type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NUMBER  <input type="checkbox"/> 10B. DATED (SEE ITEM 13)			
CODE		FACILITY CODE					

### 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☒ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)  
\$0.00

### 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

**E. IMPORTANT:** Contractor ☐ is not ☐ is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this amendment is to change the base contract name under the Task Order Request (TOR) from ALLIANT 2 GWAC UNRESTRICTED CONTRACT to "ALLIANT." Additionally, any references made to Alliant 1 and Alliant 2 are hereby changed to read "Alliant."

ALL OTHER TERMS AND CONDITIONS SHALL REMAIN UNCHANGED.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		MARION WILLIAMS	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Previous edition unusable

## INSTRUCTIONS (*Back Page*):

Instructions for items other than those that are self-explanatory, are as follows:

- (a) Item 1 (Contract ID Code). Insert the contract type identification code that appears in the title block of the contract being modified.
- (b) Item 3 (Effective date).
- (1) For a solicitation amendment, change order, or administrative change, the effective date shall be the issue date of the amendment, change order, or administrative change.
- (2) For a supplemental agreement, the effective date shall be the date agreed to by the contracting parties.
- (3) For a modification issued as an initial or confirming notice of termination for the convenience of the Government, the effective date and the modification number of the confirming notice shall be the same as the effective date and modification number of the initial notice.
- (4) For a modification converting a termination for default to a termination for the convenience of the Government, the effective date shall be the same as the effective date of the termination for default.
- (5) For a modification confirming the contracting officer's determination of the amount due in settlement of a contract termination, the effective date shall be the same as the effective date of the initial decision.
- (c) Item 6 (Issued By). Insert the name and address of the issuing office. If applicable, insert the appropriate issuing office code in the code block.
- (d) Item 8 (Name and Address of Contractor). For modifications to a contract or order, enter the contractor's name, address, and code as shown in the original contract or order, unless changed by this or a previous modification.
- (e) Items 9, (Amendment of Solicitation Number - Dated), and 10, (Modification of Contract/Order Number - Dated). Check the appropriate box and in the corresponding blanks insert the number and date of the original solicitation, contract, or order.
- (f) Item 12 (Accounting and Appropriation Data). When appropriate, indicate the impact of the modification on each affected accounting classification by inserting one of the following entries:
- (1) Accounting classification \_\_\_\_\_  
Net increase \$ \_\_\_\_\_
- (2) Accounting classification \_\_\_\_\_  
Net decrease \$ \_\_\_\_\_
- NOTE: If there are changes to multiple accounting classifications that cannot be placed in block 12, insert an asterisk and the words "See continuation sheet".
- (g) Item 13. Check the appropriate box to indicate the type of modification. Insert in the corresponding blank the authority under which the modification is issued. Check whether or not contractor must sign this document. (See FAR 43.103.)
- (h) Item 14 (Description of Amendment/Modification).
- (1) Organize amendments or modifications under the appropriate Uniform Contract Format (UCF) section headings from the applicable solicitation or contract. The UCF table of contents, however, shall not be set forth in this document.
- (2) Indicate the impact of the modification on the overall total contract price by inserting one of the following entries:
- (i) Total contract price increased by \$ \_\_\_\_\_
- (ii) Total contract price decreased by \$ \_\_\_\_\_
- (iii) Total contract price unchanged.
- (3) State reason for modification.
- (4) When removing, reinstating, or adding funds, identify the contract items and accounting classifications.
- (5) When the SF 30 is used to reflect a determination by the contracting officer of the amount due in settlement of a contract terminated for the convenience of the Government, the entry in Item 14 of the modification may be limited to --
- (i) A reference to the letter determination; and
- (ii) A statement of the net amount determined to be due in settlement of the contract.
- (6) Include subject matter or short title of solicitation/contract where feasible.
- (i) Item 16B. The contracting officer's signature is not required on solicitation amendments. The contracting officer's signature is normally affixed last on supplemental agreements.

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE		PAGE 1 OF 1 PAGES		
2. AMENDMENT/MODIFICATION NUMBER AA-02		3. EFFECTIVE DATE see block 16c		4. REQUISITION/PURCHASE REQUISITION NUMBER		5. PROJECT NUMBER (If applicable)	
6. ISSUED BY General Services Administration Federal Acquisition Service (FAS) National Capital Region (NCR) 301 7th St., SW - Rm 6100 Washington, DC 20407		7. ADMINISTERED BY (If other than Item 6)		CODE			
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)				<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NUMBER ID11170001 <input checked="" type="checkbox"/> 9B. DATED (SEE ITEM 11) 11/02/2017 <input type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NUMBER <input type="checkbox"/> 10B. DATED (SEE ITEM 13)			
CODE		FACILITY CODE					

### 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☒ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

\$0.00

### 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

**E. IMPORTANT:** Contractor ☐ is not ☐ is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this amendment is to extend the "Questions" due date to Tuesday, December 12, 2017 @ 11:00am E.S.T. under TOR No. ID11170001, System Operations and Maintenance of CPD Systems.

ALL OTHER TERMS AND CONDITIONS SHALL REMAIN UNCHANGED.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		MARION WILLIAMS	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Previous edition unusable

## INSTRUCTIONS (*Back Page*):

Instructions for items other than those that are self-explanatory, are as follows:

- (a) Item 1 (Contract ID Code). Insert the contract type identification code that appears in the title block of the contract being modified.
- (b) Item 3 (Effective date).
- (1) For a solicitation amendment, change order, or administrative change, the effective date shall be the issue date of the amendment, change order, or administrative change.
  - (2) For a supplemental agreement, the effective date shall be the date agreed to by the contracting parties.
  - (3) For a modification issued as an initial or confirming notice of termination for the convenience of the Government, the effective date and the modification number of the confirming notice shall be the same as the effective date and modification number of the initial notice.
  - (4) For a modification converting a termination for default to a termination for the convenience of the Government, the effective date shall be the same as the effective date of the termination for default.
  - (5) For a modification confirming the contracting officer's determination of the amount due in settlement of a contract termination, the effective date shall be the same as the effective date of the initial decision.
- (c) Item 6 (Issued By). Insert the name and address of the issuing office. If applicable, insert the appropriate issuing office code in the code block.
- (d) Item 8 (Name and Address of Contractor). For modifications to a contract or order, enter the contractor's name, address, and code as shown in the original contract or order, unless changed by this or a previous modification.
- (e) Items 9, (Amendment of Solicitation Number - Dated), and 10, (Modification of Contract/Order Number - Dated). Check the appropriate box and in the corresponding blanks insert the number and date of the original solicitation, contract, or order.
- (f) Item 12 (Accounting and Appropriation Data). When appropriate, indicate the impact of the modification on each affected accounting classification by inserting one of the following entries:
- (1) Accounting classification \_\_\_\_\_  
Net increase \$ \_\_\_\_\_
  - (2) Accounting classification \_\_\_\_\_  
Net decrease \$ \_\_\_\_\_
- NOTE: If there are changes to multiple accounting classifications that cannot be placed in block 12, insert an asterisk and the words "See continuation sheet".
- (g) Item 13. Check the appropriate box to indicate the type of modification. Insert in the corresponding blank the authority under which the modification is issued. Check whether or not contractor must sign this document. (See FAR 43.103.)
- (h) Item 14 (Description of Amendment/Modification).
- (1) Organize amendments or modifications under the appropriate Uniform Contract Format (UCF) section headings from the applicable solicitation or contract. The UCF table of contents, however, shall not be set forth in this document.
  - (2) Indicate the impact of the modification on the overall total contract price by inserting one of the following entries:
    - (i) Total contract price increased by \$ \_\_\_\_\_
    - (ii) Total contract price decreased by \$ \_\_\_\_\_
    - (iii) Total contract price unchanged.
  - (3) State reason for modification.
  - (4) When removing, reinstating, or adding funds, identify the contract items and accounting classifications.
  - (5) When the SF 30 is used to reflect a determination by the contracting officer of the amount due in settlement of a contract terminated for the convenience of the Government, the entry in Item 14 of the modification may be limited to --
    - (i) A reference to the letter determination; and
    - (ii) A statement of the net amount determined to be due in settlement of the contract.
  - (6) Include subject matter or short title of solicitation/contract where feasible.
- (i) Item 16B. The contracting officer's signature is not required on solicitation amendments. The contracting officer's signature is normally affixed last on supplemental agreements.

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE		PAGE 1 OF 155 PAGES		
2. AMENDMENT/MODIFICATION NUMBER AA-03		3. EFFECTIVE DATE see block 16c		4. REQUISITION/PURCHASE REQUISITION NUMBER		5. PROJECT NUMBER (If applicable)	
6. ISSUED BY General Services Administration Federal Acquisition Service (FAS) National Capital Region (NCR) 301 7th St., SW - Rm 6100 Washington, DC 20407		7. ADMINISTERED BY (If other than Item 6)		CODE			
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)				<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NUMBER ID11170001 <input checked="" type="checkbox"/> 9B. DATED (SEE ITEM 11) 11/02/2017 <input type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NUMBER <input type="checkbox"/> 10B. DATED (SEE ITEM 13)			
CODE		FACILITY CODE					

### 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☒ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)  
\$0.00

### 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

**E. IMPORTANT:** Contractor ☐ is not ☐ is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this amendment is to incorporate the "Questions and Answers" document and the conformed Task Order Request (TOR) with attachments.

ALL OTHER TERMS AND CONDITIONS SHALL REMAIN UNCHANGED.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		MARION WILLIAMS	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Previous edition unusable



## INSTRUCTIONS (*Back Page*):

Instructions for items other than those that are self-explanatory, are as follows:

- (a) Item 1 (Contract ID Code). Insert the contract type identification code that appears in the title block of the contract being modified.
- (b) Item 3 (Effective date).
- (1) For a solicitation amendment, change order, or administrative change, the effective date shall be the issue date of the amendment, change order, or administrative change.
- (2) For a supplemental agreement, the effective date shall be the date agreed to by the contracting parties.
- (3) For a modification issued as an initial or confirming notice of termination for the convenience of the Government, the effective date and the modification number of the confirming notice shall be the same as the effective date and modification number of the initial notice.
- (4) For a modification converting a termination for default to a termination for the convenience of the Government, the effective date shall be the same as the effective date of the termination for default.
- (5) For a modification confirming the contracting officer's determination of the amount due in settlement of a contract termination, the effective date shall be the same as the effective date of the initial decision.
- (c) Item 6 (Issued By). Insert the name and address of the issuing office. If applicable, insert the appropriate issuing office code in the code block.
- (d) Item 8 (Name and Address of Contractor). For modifications to a contract or order, enter the contractor's name, address, and code as shown in the original contract or order, unless changed by this or a previous modification.
- (e) Items 9, (Amendment of Solicitation Number - Dated), and 10, (Modification of Contract/Order Number - Dated). Check the appropriate box and in the corresponding blanks insert the number and date of the original solicitation, contract, or order.
- (f) Item 12 (Accounting and Appropriation Data). When appropriate, indicate the impact of the modification on each affected accounting classification by inserting one of the following entries:
- (1) Accounting classification \_\_\_\_\_  
Net increase \$ \_\_\_\_\_
- (2) Accounting classification \_\_\_\_\_  
Net decrease \$ \_\_\_\_\_
- NOTE: If there are changes to multiple accounting classifications that cannot be placed in block 12, insert an asterisk and the words "See continuation sheet".
- (g) Item 13. Check the appropriate box to indicate the type of modification. Insert in the corresponding blank the authority under which the modification is issued. Check whether or not contractor must sign this document. (See FAR 43.103.)
- (h) Item 14 (Description of Amendment/Modification).
- (1) Organize amendments or modifications under the appropriate Uniform Contract Format (UCF) section headings from the applicable solicitation or contract. The UCF table of contents, however, shall not be set forth in this document.
- (2) Indicate the impact of the modification on the overall total contract price by inserting one of the following entries:
- (i) Total contract price increased by \$ \_\_\_\_\_
- (ii) Total contract price decreased by \$ \_\_\_\_\_
- (iii) Total contract price unchanged.
- (3) State reason for modification.
- (4) When removing, reinstating, or adding funds, identify the contract items and accounting classifications.
- (5) When the SF 30 is used to reflect a determination by the contracting officer of the amount due in settlement of a contract terminated for the convenience of the Government, the entry in Item 14 of the modification may be limited to --
- (i) A reference to the letter determination; and
- (ii) A statement of the net amount determined to be due in settlement of the contract.
- (6) Include subject matter or short title of solicitation/contract where feasible.
- (i) Item 16B. The contracting officer's signature is not required on solicitation amendments. The contracting officer's signature is normally affixed last on supplemental agreements.



## **TASK ORDER REQUEST (TOR) ID11170001**

### **SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**

**General Services Administration (GSA)  
Federal Acquisition Services (FAS)  
National Capital Region (NCR)  
Office of Acquisition Division (OAD)  
301 7<sup>th</sup> St., SW  
Washington, DC 20407**

**On Behalf of:**

**Department of Housing and Urban Development  
Office of Community Planning and Development (CPD)  
451 – 7<sup>th</sup> Street, SW – Room 7226  
Washington, DC**

**CONFORMED UNDER AMENDMENT AA-03 DATED 12-20-2017**



## SECTION B SERVICE PRICE/COST

### B.1 GENERAL DESCRIPTION

The Contractor shall perform the effort required by this task order (TO) on a Firm Fixed Price (FFP) and Labor Hour (LH) basis. The work shall be performed in accordance with all sections of this task order and the Contractor's Basic Alliant Contract, under which the resulting TO will be placed. An acronym listing to support this Task Order Request (TOR) is included in Attachment 3.

#### B.1.1 BASE PERIOD: April 26, 2018 - April 25, 2019 (12 months)

CLIN	TASK/DESCRIPTION/LABOR CATEGORY	QTY	UNIT	UNIT PRICE	TOTAL PRICE
0001	<b>Firm-Fixed Price CLIN</b>				
	Task 1 – Program Management Support	12	MO	\$	\$
	Task 2 – Steady State Operational Support	12	MO	\$	\$
	*Task 3 – Transition Services – (Transition In)	1	SVC	\$	\$
	Contract Access Fee (CAF)	12	MO	\$	\$
<b>TOTAL:</b>					\$

CLIN	TASK/DESCRIPTION/LABOR CATEGORY	MAXIMUM NUMBER OF LABOR HOURS	LABOR RATE	NTE CEILING
0002	<b>LABOR HOUR CLIN</b>			
	Task 4 – Corrective Maintenance		\$	\$3,000,000**
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Task 5 – Development, Modernization and Enhancement (DME)		\$	\$3,000,000**
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contract Access Fee (CAF)		\$	\$
<b>TOTAL:</b>				\$

**\*TRANSITION-IN SERVICES ARE NOT ANTICIPATED FOR THE INCUMBENT. THEREFORE, THESE SERVICES SHOULD NOT BE PROPOSED BY THE INCUMBENT.**

**\*\*THE NTE CEILING AMOUNT REPRESENTS THE MAXIMUM AMOUNT OF THE GOVERNMENT'S LIABILITY. THE CONTRACTOR EXCEEDS THE CEILING AT ITS OWN RISK.**

**BASE PERIOD TOTAL FFP** \$ \_\_\_\_\_

**BASE PERIOD TOTAL LH** \$ \_\_\_\_\_

**BASE PERIOD TOTAL CAF** \$ \_\_\_\_\_

**BASE PERIOD GRAND TOTAL** \$ \_\_\_\_\_

**B.1.2 OPTION PERIOD 1: April 26, 2019 – April 25, 2020 (12 months)**

CLIN	DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL PRICE
<b>1001</b>	<b>Firm-Fixed Price CLIN</b>				
	Task 1 – Program Management Support	12	MO	\$	\$
	Task 2 – Steady State Operational Support	12	MO	\$	\$
	Contract Access Fee (CAF)	12	MO	\$	\$
<b>TOTAL:</b>					\$

CLIN	TASK/DESCRIPTION/LABOR CATEGORY	MAXIMUM NUMBER OF LABOR HOURS	LABOR RATE	NTE CEILING
<b>1002</b>	<b>LABOR HOUR CLIN</b>			
	Task 4 – Corrective Maintenance		\$	\$3,500,000**
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Task 5 – Development, Modernization and Enhancement (DME)		\$	\$3,300,000**
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contract Access Fee (CAF)		\$	\$
<b>TOTAL:</b>				\$

OPTION PERIOD 1 TOTAL FFP \$ \_\_\_\_\_

OPTION PERIOD 1 TOTAL LH \$ \_\_\_\_\_

OPTION PERIOD 1 TOTAL CAF \$ \_\_\_\_\_

OPTION PERIOD 1 GRAND TOTAL \$ \_\_\_\_\_

**B.1.3 OPTION PERIOD 2: April 26, 2020 – April 25, 2021 (12 months)**

CLIN	DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL PRICE
<b>2001</b>	<b>Firm-Fixed Price CLIN</b>				
	Task 1 – Program Management Support	12	MO	\$	\$
	Task 2 – Steady State Operational Support	12	MO	\$	\$
	Contract Access Fee (CAF)	12	MO	\$	\$
<b>TOTAL:</b>					\$

CLIN	TASK/DESCRIPTION/LABOR CATEGORY	MAXIMUM NUMBER OF LABOR HOURS	LABOR RATE	NTE CEILING
<b>2002</b>	<b>LABOR HOUR CLIN</b>			
	Task 4 – Corrective Maintenance		\$	<b>\$3,400,000**</b>
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Task 5 – Development, Modernization and Enhancement (DME)		\$	<b>\$3,500,000**</b>
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contract Access Fee (CAF)		\$	\$
<b>TOTAL:</b>				\$

OPTION PERIOD 2 TOTAL FFP \$ \_\_\_\_\_

OPTION PERIOD 2 TOTAL LH \$ \_\_\_\_\_

OPTION PERIOD 2 TOTAL CAF \$ \_\_\_\_\_

OPTION PERIOD 2 GRAND TOTAL \$ \_\_\_\_\_

**B.1.4 OPTION PERIOD 3: April 26, 2021 – April 25, 2022 (12 months)**

CLIN	DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL PRICE
<b>3001</b>	<b>Firm-Fixed Price CLIN</b>				
	Task 1 – Program Management Support	12	MO	\$	\$
	Task 2 – Steady State Operational Support	12	MO	\$	\$
	Contract Access Fee (CAF)	12	MO	\$	\$
<b>TOTAL:</b>					

CLIN	TASK/DESCRIPTION/LABOR CATEGORY	MAXIMUM NUMBER OF LABOR HOURS	LABOR RATE	NTE CEILING
<b>3002</b>	<b>LABOR HOUR CLIN</b>			
	Task 4 – Corrective Maintenance		\$	<b>\$3,300,000**</b>
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Task 5 – Development, Modernization and Enhancement (DME)		\$	<b>\$3,200,000**</b>
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contract Access Fee (CAF)		\$	\$
<b>TOTAL:</b>				\$

OPTION PERIOD 3 TOTAL FFP \$ \_\_\_\_\_

OPTION PERIOD 3 TOTAL LH \$ \_\_\_\_\_

OPTION PERIOD 3 TOTAL CAF \$ \_\_\_\_\_

OPTION PERIOD 3 GRAND TOTAL \$ \_\_\_\_\_

**B.1.5 OPTION PERIOD 4: April 26, 2022 – April 25, 2023 (12 months)**

CLIN	DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL PRICE
<b>4001</b>	<b>Firm-Fixed Price CLIN</b>				
	Task 1 – Program Management Support	12	MO	\$	\$
	Task 2 – Steady State Operational Support	12	MO	\$	\$
	Task 3 – Transition Services – (Transition Out)	1	SVC	\$	\$
	Contract Access Fee (CAF)	12	MO	\$	\$
<b>TOTAL:</b>					

CLIN	TASK/DESCRIPTION/LABOR CATEGORY	MAXIMUM NUMBER OF LABOR HOURS	LABOR RATE	NTE CEILING
<b>4002</b>	<b>LABOR HOUR CLIN</b>			
	Task 4 – Corrective Maintenance		\$	<b>\$3,200,000**</b>
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Task 5 – Development, Modernization and Enhancement (DME)		\$	<b>\$3,300,000**</b>
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contractor to Insert Labor Category(S) to Perform this Task. Add Additional Rows as Necessary		\$	\$
	Contract Access Fee (CAF)		\$	\$
<b>TOTAL:</b>				\$

OPTION PERIOD 4 TOTAL FFP \$ \_\_\_\_\_

OPTION PERIOD 4 TOTAL LH \$ \_\_\_\_\_

OPTION PERIOD 4 TOTAL CAF \$ \_\_\_\_\_

OPTION PERIOD 4 GRAND TOTAL \$ \_\_\_\_\_

GRAND TOTAL (BASE AND ALL OPTIONS) \$ \_\_\_\_\_

**\*\*THE NTE CEILING AMOUNT REPRESENTS THE MAXIMUM AMOUNT OF THE GOVERNMENT'S LIABILITY. THE CONTRACTOR EXCEEDS THE CEILING AT ITS OWN RISK.**



## **B.2 CONTRACT LINE ITEMS NUMBERS (CLINs)**

The Contract Line Item Numbers (CLINs) identified in Section B.1, are associated with work described in the Statement of Work. Contractors shall propose firm-fixed pricing for Task 1, Task 2 and Task 3 and labor hour pricing for Task 4 and Task 5 for the base period and all option periods.

### **B.2.1 ALLIANT 2 GWAC UNRESTRICTED CONTRACT ACCESS FEE (CAF)**

GSA's operating costs are reimbursed through a Contract Access Fee (CAF) charged on orders placed against the Master Contract. The CAF is paid by the ordering agency, but remitted to GSA by the Contractor. GSA maintains the unilateral right to establish and change the CAF rate. GSA will provide reasonable notice prior to the Effective Date of any change to the CAF payment process.

The CAF rate, which is .75% at time of Basic Contract Award, is applied to the total amount paid on each invoice. Based on the established CAF rate, the Contractor shall include the CAF in each proposal.

Effective May 1, 2016 for all new Orders, the Contractor shall include the CAF as a separate cost element on all proposals to the government, regardless of contract type. The CAF shall never to be treated as a negotiable element between the contractor and the ordering agency.

If a customer organization has negotiated a CAF rate based on a special written agreement and/or Memorandum of Agreement by the GWAC Program that is other than the established CAF rate, GSA will provide advance notification.

The total CAF collected per Order may be capped at a set amount to be determined by the Alliant GWAC Program Office. For more information on this cap, please see the Alliant website <http://www.gsa.gov/alliant>.

### **B.2.2 TRAVEL COSTS**

Travel is not anticipated under this task order. If travel is authorized, all costs shall be reimbursed to the contractor in accordance with the Federal Travel Regulation (FTR) as defined in FAR Part 31.205-46, Travel Costs. Contractors shall submit an estimate for each task, when required. All travel shall be approved in advance. Upon completion, the Contractor shall submit original receipts and invoice at actual costs for travel.

### **B.2.3 LABOR-HOUR EFFORT**

Upon written approval by the Contracting Officer, the number of hours by labor category within the labor CLIN may be re-allocated as needed to effectively manage the project, provided the total funded labor cost and total hours are not exceeded. Any additional labor categories or increases to total hours or increases to ceilings required during performance must be approved by the Contracting Officer (CO) and added to the TO by modification. Please note that the ceiling amount indicated is a combined total for all tasks per base or option period.

## B.2.4 CONTRACT FUNDING

The tasks identified in Section B.1 will be awarded as firm-fixed price (Tasks 1, 2 & 3) or labor hour (Tasks 4 & 5). Please be advised that, the Government reserves the right to fund the task order as follows:

- **Firm-Fixed Price Tasks (Tasks 1, 2 & 3):** Firm-fixed price tasks shall be fully funded unless specified otherwise. Tasks that are incrementally funded shall be in accordance with HUDAR CLAUSE 2452.232-72, Limitation of Government's Obligation (DEC 2012) (See Section 1.2.5)
- **Labor Hour Tasks (Tasks 4 & 5):** Labor hour tasks shall be awarded on a Not-to-Exceed basis. All labor hour services shall be in accordance with HUDAR CLAUSE 2452.232-74, NOT TO EXCEED LIMITATION (MAR 2016) (See Section I.1.2.4)

## B.3 CONTRACT TYPE

This is a hybrid task order resulting in a Firm-Fixed Price (FFP) and Labor Hour award. GSA/FAS intends to make a single task order award under this solicitation for services stated in Section C, Statement of Work (SOW) using the Alliant Government-Wide Area Contract (GWAC).

## B.4 VALIDITY OF CONTRACTOR'S PROPOSAL

The Contractor's proposal must be good for at least 120 days from the date of proposal submission.

## B.5 ORGANIZATIONAL CONFLICTS OF INTEREST

Organizational Conflicts of Interest shall be subject to FAR Subpart 9.5.

## B.6 ORDERING PRICE TABLES

The following abbreviations are used in this price table:

Acronym	Definition
CLIN	Contract Line Item Number
EA	Each
FFP	Firm Fixed Price
LH	Labor Hours
MO	Month
NTE	Not to Exceed
SVC	Service

## SECTION C

### DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

**NOTE: NOTE: Section C of the Contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:**

#### C.1 PURPOSE

The purpose of this task order is to obtain services related to the Operations, Corrective Maintenance, and Development/Modernization/Enhancement (DME), of HUD's grants management Information Technology (IT) systems. These systems primarily support HUD's Office of Community Planning and Development (CPD).

#### C.2 BACKGROUND

The Office of the Chief Information Officer (OCIO) monitors most IT functions in HUD. Systems (applications) work is currently performed under the Office of Customer Relationship and Performance Management (OCRPM). OCRPM is responsible for providing support to clients in CPD. Additionally, staff in OCRPM serve as the focal point in coordinating the technical activities involved with other OCIO organizations including the Chief Information Officer and Deputies, Investment Management, Enterprise Architecture (EA), Policy and e-Gov, IT Operations, and IT Security offices.

Within CPD is the Office of Technical Assistance and Management (OTAM) which includes the Systems Development and Evaluation Division (SDED). SDED is responsible for coordinating and overseeing IT system operation and maintenance of existing grants systems. SDED is also responsible for coordinating with the CPD Assistant Secretary and other key business stakeholders across CPD and other grant-issuing HUD offices to identify and evaluate the need to enhance existing grants systems. SDED is responsible for planning, budgeting for, seeking approval for, and executing projects to enhance/modernize existing systems once the needs are identified.

Key stakeholders across CPD include:

- The Assistant Secretary or Principal Deputy Assistant Secretary
- The General Deputy Assistant Secretary
- The Deputy Assistant Secretary for Grants
- The Deputy Assistant Secretary for Special Needs
- The Deputy Assistant Secretary for Economic Development
- The Deputy Assistant Secretary for Operations
- The Director of the Field Management Division
- And other senior managers and subject matter experts across CPD

SDED also serves as the focal point for coordinating efforts with external stakeholders including grantees, public interest groups, citizens, White House Office of Management and Budget (OMB), and Congress.

The business processes covered under this procurement include, but are not necessarily limited to, the following general aspects of the Grants Management Lifecycle:

- Application Intake (competitive grants only)
- Application scoring/review (competitive grants only)
- Consolidated Plan or related strategic community assessment and planning
- Annual Action Plan (formula grants only)
- Grant Award

- Activity Setup
- Funding/drawdown/financial controls
- Grantee submission of accomplishment data
- Management reporting of grant financial status and performance
- Geographic Information System (GIS) mapping
- Other functions to further transparency and open government initiatives
- Risk analysis
- Grant and grantee monitoring
- Technical assistance
- Environmental Review
- Internal administrative and workflow functions supporting all the above

This Grants Management Lifecycle is consistent and compatible with the benchmarks identified in the Federal Grants Management Line of Business. The IT systems within scope of this task order each support one or multiple functions of the Grants Management Lifecycle for HUD Grant Programs.

CPD's vision for Grants Management is to:

- Reduce Operations and Maintenance costs required to support grant systems
- Reduce compliance gap between existing or legacy grant systems and current program rules, regulations, policy, guidance, and best practices
- Modernize legacy grant systems
- Automate or increase efficiency of grant management and administrative processes
- Retire manual and/or paper-based processes
- Increase integration among grants systems and reduce reliance on stove-piped, functionally redundant, single-purpose solutions
- Implement new or exploit existing Shared Services in Grants Management within HUD and the Federal space
- Streamline database design to increase performance and reliability
- Centralize data where feasible (single-source) and share via services
- Reduce overall data footprint
- Increase accuracy and standardization of data
- Reduce data entry or other administrative burdens for grantees and HUD staff
- Better utilize existing data for improved analysis, reporting, and decision-making
- Improve system design, interface, usability, and user-friendliness
- Reduce reliance on manual data corrections to reduce overall operational costs
- Improve quality of system releases to minimize need for corrective maintenance
- Enable additional grant programs to leverage grant systems for cost savings
- Further enhance systems with stronger financial controls for improved accountability
- Develop public-facing interfaces for improved transparency
- Transition to Cloud services
- Utilize innovative web technologies for integrated and cost-effective solutions
- Rapidly and efficiently respond to legislative mandates requiring system changes

CPD believes this vision will lead to more rapid award and disbursement of funds to grantees, better execution of grants, greater capacity of grantees, and better on-the-ground performance of grants. Most importantly, CPD believes an improved and integrated spectrum of IT systems will directly lead to improved access to affordable housing, better neighborhood conditions, job creation, and more targeted services to better meet the needs of low-income families, the homeless, HIV/AIDS patients, and other key beneficiaries of HUD's grant programs. In times of limited Federal dollars for grant programs, optimizing use of IT systems can directly lead to improved outcomes, i.e., reduced grantee time spent on administrative paperwork frees up staff time to directly execute and oversee grant activities.

CPD historically has administered approximately 10 to 15 Corrective Maintenance and DME projects annually. The projects varied widely in size and complexity, as seen in the table below:

Project Size	Estimated LOE (hours)	Typical type/complexity of work	Estimated Number Annually
Very small	100 to 300	Minor corrective tweaks	1-3
Small	300 to 1,000	Major corrective fixes, re-design reports, develop new reports, add new data elements to existing module, or requirements analysis for future larger development efforts	1-4
Medium	1,000 to 3,600	Add new functionality, such as new grant program path, new financial controls, update e-snaps forms for annual grant competition (assuming no major overhauls of SNAPs business process), or new system interface	3 - 5
Large	3,600 to 20,000 or more	Add entire new module or program (e.g. Housing Trust Fund, Consolidated Plan, Environmental Review), overhaul entire grant business process ( e.g. HEARTH Act, eliminate First-In, First-Out disbursement method), re-engineer system off legacy technology, major data conversion or database re-design	1 - 3

### C.2.1 AGENCY MISSION

CPD seeks to develop viable communities by promoting integrated approaches that provide decent housing, a suitable living environment, and expand economic opportunities for low and moderate income persons. The primary means towards this end is the development of partnerships among all levels of government and the private sector, including for-profit and non-profit organizations.

CPD seeks to empower local residents by helping to give them a voice in the future of their neighborhoods; stimulate the creation of community based organizations; and enhance the management skills of existing organizations so they can achieve greater production capacity. Housing and community development are not viewed as separate programs, but rather as among the myriad elements that make up a comprehensive vision of community development. These groups are at the heart of a bottom-up housing and community development strategy. The IT systems identified in this task order request are dedicated to supporting this mission.

Work outlined in this task order request is directly related to the following HUD Strategic Goals:

Goal	Description	Programmatic Link	Supporting System
2-A	End homelessness and substantially reduce the number of families and individuals with severe housing needs	<ul style="list-style-type: none"> <li>Continuum of Care</li> <li>Emergency Solutions Grant</li> </ul>	<ul style="list-style-type: none"> <li>e-snaps</li> <li>IDIS OnLine</li> </ul>
2-B	Expand the supply of affordable rental homes where most needed	<ul style="list-style-type: none"> <li>HOME program</li> <li>Housing Trust Fund program</li> </ul>	<ul style="list-style-type: none"> <li>IDIS OnLine</li> </ul>
2-C	Utilize HUD assistance to improve health outcomes	<ul style="list-style-type: none"> <li>HOPWA programs</li> </ul>	<ul style="list-style-type: none"> <li>IDIS OnLine</li> </ul>
4-A	Catalyze economic development and job creation while enhancing and preserving community assets	<ul style="list-style-type: none"> <li>CDBG program</li> </ul>	<ul style="list-style-type: none"> <li>IDIS OnLine</li> </ul>
4-E	Build the capacity of local, state, and regional public and private organizations	<ul style="list-style-type: none"> <li>Neighborhood Stabilization Programs</li> <li>Community Compass Technical Assistance programs</li> </ul>	<ul style="list-style-type: none"> <li>DRGR</li> </ul>
5-A	Create an organization that is empowered, customer-centered, collaborative, and responsive	<ul style="list-style-type: none"> <li>Monitoring process for all CPD programs</li> <li>Environmental Review Process for all CPD programs</li> </ul>	<ul style="list-style-type: none"> <li>GMP</li> <li>HEROS</li> </ul>
5-B	Create flexible, modern rules and systems	<ul style="list-style-type: none"> <li>All programs</li> </ul>	<ul style="list-style-type: none"> <li>All</li> </ul>

The Contractor shall provide innovative, integrated, HUD Enterprise Architecture (EA)-compliant, and cost-effective IT solutions that increase efficiency, reduce data entry, reduce IT system operations costs, and reduce manual/paper-based administrative burdens for HUD staff and grantees in order to meet this mission.

## C.2.2 CURRENT ENVIRONMENT

The Technical Environment for each of the existing CPD IT systems is specified below.

HUD currently uses the following business applications: Serena Dimensions Configuration Management (CM) Tool, Oracle Software Platform, Unix/Linux server platform, Grantium application software, MicroStrategy Business Intelligence software, Microsoft Windows Server platform, Microsoft Windows 7, Microsoft Word 2016, Microsoft Excel 2016, Microsoft Access 2016, Microsoft PowerPoint 2016, Microsoft Project 2010 and Microsoft Visio 2013, but regularly upgrades the environment. HUD's current Technical Reference Model (TRM) can be found on the HUD.GOV website. All deliverables will be in a format compatible with standards listed on HUD's TRM.

## C.3 SCOPE

C.3.1 The scope of the task order is to perform the following tasks:



- IT System Steady-State Operational Support services necessary to continue on-going operations of existing IT systems.
- IT System Steady-State Corrective Maintenance services, including application bug fixes, fixes to reports that are inaccurate, correcting business rules that contain bad logic, and/or assistance in completion of scheduled Enterprise Architecture (EA) and infrastructure or software upgrades as identified by OCIO.
- Systems Development, Modernization and Enhancement (DME) services for each of the eGrants systems and subsystems as budgets permit. DME typically includes requirements analysis, design, development, testing, and deployment of changes and enhancements to existing systems to engender enhanced functionality in response to regulatory and statutory changes. All of these services will include coordination with the HUD infrastructure support vendor(s) and, from the Contractor's side, effective project management in alignment with HUD's Project Planning and Management (PPM) process.

C.3.2 HUD current IT systems within scope of this task order include Integrated Disbursement and Information System Online (IDIS OnLine), Grants Management Process (GMP) systems, Disaster Recovery Grant Reporting (DRGR) system, and Electronic Special Needs Assistance Programs System (e-SNAPS). Consistent with Agency and Federal goals of enterprise, shared-solution, and service-based approaches to information technology: services may also be required to consolidate and/or integrate systems, develop interfaces with other systems/services, and expand the existing systems to also support other HUD program areas, and, potentially, support data and requirements from other Federal Government agencies. Each system is described as follows:

**C.3.2.1 IDIS Online** is a web-based application providing financial disbursement, tracking, and reporting activities for the Office of Community Planning and Development (CPD) formula grant programs. The primary purpose of IDIS Online is to enable HUD grantees to draw program funds and report on the activities outlined in each jurisdiction's Consolidated Plan. IDIS Online provides timely performance information regarding accomplishments achieved with use of program funds, pursuant to the Government Performance and Results Act of 1993 (GPRA) and the specific requirements of the formula programs administered by CPD. IDIS Online supports the following programs: Community Development Block Grant Program (CDBG), Community Development Block Grants Recovery (CDBG-R), HOME Investment Partnership Program (HOME), Housing Trust Fund Program (HTF), Tax Credit Assistance Program (TCAP), Emergency Shelter/Solution Grants (ESG/HESG), Housing Opportunities for Persons with AIDS (HOPWA), Housing Opportunities for Persons with AIDS for competitive grant (HOPWA-C), and Homeless Prevention and Rapid Re-Housing Program (HPRP). IDIS Online also supports the Consolidated Plan Management Process for the grantee's 5-year Strategic Plan and Annual Action Plan submission process. IDIS also supports the HUD Environmental Review Online System (HEROS) module.

**C.3.2.2 The Grants Management Process (GMP)** initiative provides support to the Department's mission to help the nation's communities meet their development needs; spur economic growth in distressed neighborhoods; provide housing assistance for the poor; help rehabilitate and develop moderate and low-cost housing, and enforce the nation's fair housing laws. CPD is responsible for more than 20 programs, distributing close to \$8 billion annually and manages more than 1,000 formula and competitive grantees across the nation. The oversight and management of the grantees, especially "high risk" grantees, is a high priority and critical initiative of CPD.

GMP is one of CPD's primary tools for carrying out its oversight and management function, and monitoring high-risk grantees by direct input from Field Office staff on information resulting from on-site evaluations. GMP currently consists of 3 separate systems: (1) GMP Monitoring Module and (2) GMP Legacy and (3) GMP-R.

The GMP Monitoring Module was developed to support the electronic submission of Exhibits in the *Community Planning and Development Monitoring Handbook 6509.2* used for the monitoring of grantees, based on specific compliance rules and regulations, and complements the GMP business functions. GMP Monitoring Module is a Web-based application developed using a variety of software and/or languages, including: HTML, JavaScript, XML, Java SDK 1.6, J2EE, Glassfish Application Server 3.1, and Oracle 12g. UNIX and servers are used for Intranet Web access. Roles are defined and authorized by the System Security Administrator. Authentication is handled by HUD's SiteMinder servers. The GMP Monitoring Module uses HUD's business intelligence tool – Microstrategy for report generation.

The GMP Monitoring Module also includes the Cross-Program Matrix Reports and Dashboard, which is a report tool used to directly support the goals of the American Recovery and Reinvestment Act of 2009 by providing, for the first time in CPD, an integrated, place-based view of grantee performance and expenditure data by program year.

The re-engineered GMP (GMP-R) will implement a flexible, modern, web-based platform to improve performance and usability and provide compliance to HUD standard Enterprise Architecture. The primary functionality for GMP-R includes user administration, field office work plan and scheduling, technical assistance event capture, and congressional release notification for formula grants.

**C.3.2.3 Disaster Recovery Grant Reporting (DRGR)** is a web-based grants management application providing real-time financial disbursement, tracking, and reporting activities for HUD's disaster grant programs. DRGR enables grantees to establish strategic plans, citizen participation plans, and action plans; draw program funds; and report on the activities, beneficiaries, properties, matching funds, and other accomplishment data. DRGR provides timely performance information regarding accomplishments achieved with use of program funds, pursuant to the Government Performance and Results Act of 1993 (GPRA) and program regulations. DRGR supports the following programs: Disaster Recovery Grants, Neighborhood Stabilization Programs (NSP1, NSP2, and NSP3), Rural Innovation Fund (RIF), Community Compass Technical Assistance (TA) Grants, and McKinney-Vento (MV) HMIS TA awards.

HUD staff use DRGR to carefully monitor grantee compliance with the terms and objectives of the grant, and track grantee progress. DRGR is an efficient reporting and tracking system for Action Plans and Quarterly Performance Reports from grantees.

Disaster Recovery Grants and other special appropriations address the impact of disasters and other urgent community redevelopment needs. The programs help grantees rebuild and revitalize distressed communities. Grantees include eligible cities, counties, states, and/or Indian reservations, many of which often are also CDBG grantees. The NSP and RIF programs are directly addressing the national foreclosure crisis by stabilizing housing values, revitalizing neighborhoods, and promoting economic development. DRGR is also being used for disbursements and data collection for the Community Compass Technical Assistance program, where contractors under Cooperative Agreements providing training and other services directly to grantees to build their capacity.

**C.3.2.4 Electronic Special Needs Assistance Programs System (e-SNAPS)**, since 1987, the programs authorized under the McKinney-Vento Homeless Assistance Act have been a major source of Federal assistance to States, local government, and nonprofit organizations for meeting the needs of homeless individuals and families. It is widely recognized and accepted that these and other programs designed to assist homeless persons are more effective and efficient when carried out through carefully planned and systematic local approaches, otherwise known as Continuum of Care (CoC) systems.

The Continuum of Care Homeless Assistance competition is one of the Department's highest priority Congressionally-appropriated programs. Funds from this program assist homeless individuals and families to move to self-sufficiency and permanent housing.

Under recent initiatives, the CoC program will continue to fund transitional and permanent supportive housing, Homeless Management Information System implementation, data collection and reporting, supportive services and street outreach. HUD avoids creating homelessness by guaranteeing funding for all eligible CoC renewal grants. This means that the CoC program funding is stable or increases every fiscal year.

The Electronic Special Needs Assistance Program System (C38) (*e-snaps*) is used to capture the data from approximately 400 continuums of care representing approximately 3,500 applicants and 7,000 homeless assistance projects. HUD typically requires corrective maintenance effort to update the e-snaps system used to automate the annual CoC / HEARTH competitive grant cycle, including the intake, review, scoring, selection, award, and post-award phases for as many as 9,000 grant applications per year.

#### **C.4 OBJECTIVE**

The Contractor shall be responsible for providing substantial value to HUD in the form of technical services to ensure successful business operations, maintenance, and enhancement of these systems supporting CPD and other grant-making offices within HUD. This work includes assisting HUD staff and infrastructure contractors to complete scheduled Enterprise Architecture (EA) and software upgrades as identified by HUD OCIO. The effort includes ensuring that the HUD CPD systems are fully compatible and integrated with current software programs and hardware and fully functional in relation to existing operating environments within HUD and with the external users and business partners outside of HUD.

Contractor personnel assigned to this task order will perform their work at the Contractor's facility. HUD will not furnish office space or equipment for Contractor staff. However, all project review meetings with HUD and Contractor staff will be held at HUD Headquarters, unless instructed otherwise by the HUD TPOC.

#### **C.5 TASKS**

The purpose of this task order is to have the Contractor perform services related to the Steady State Operational Support, Corrective Maintenance, and Development / Modernization / Enhancement (DME), of HUDs grants management Information Technology (IT) systems. These systems primarily support HUDs Office of Community Planning and Development (CPD).

Due to the complexity of the task, the contractor should have knowledge of grants management business processes, have the ability to analyze those processes in a holistic and integrated context, and recommend viable cost-effective technical and data solutions that improve program operations, reduce costs, and lower administrative burdens for grantees and HUD staff.

The Contractor shall provide support for the tasks as described below.

##### **C.5.1 TASK 1 – PROGRAM MANAGEMENT SUPPORT (FFP)**

The contractor shall provide all necessary personnel, material, equipment, administrative, financial, and managerial resources necessary for the support of this task order. The contractor shall participate in a Government-scheduled Kick-Off Meeting after task order award. Key prime contractor and any subcontractor personnel shall participate in the Kick-Off Meeting. The purpose of this Kick-Off Meeting is to (1) aid both the Government and contractor personnel in achieving a clear and mutual understanding of

all requirements, and (2) identify and resolve potential problems. The contractor shall be prepared to discuss any issues requiring clarification and gather information necessary for the Project Management Plan and Transition Plan.

The Kick-Off Meeting shall include, but not be limited to, the following topics:

- Program Review
- Existing and Planned Applications and Technical Initiatives
- Personnel and Physical Security Issues

The Government and contractor will schedule the Kick-Off Meeting. It is anticipated that the Kick-Off Meeting will be NLT 5 working days after task order award. The contractor shall begin preparation of the Updated Transition Plan immediately following successful completion of the Kick-Off Meeting.

### **C.5.1.1 PROJECT MANAGEMENT PLAN**

The contractor shall develop and maintain throughout the task order period of performance, a Project Management Plan (PMP) that shall be used as a foundation for information and resource management planning. The contractor shall deliver the PMP to the Government within 15 work days after Task Order award.

The PMP shall include, but not be limited to, the following:

- Status of current and planned tasks and subtasks
- Base schedule overlaid with actual schedules, for each task
- Project Organization
- Project Transition Processes and Schedule
- Work Breakdown Structure (WBS)
- Process Management and Control
- Overall Organizational Structure
- Project Responsibilities to include process flowcharts for all major tasks
- Task dependencies and interrelationships
- Contractor personnel assignments and duration (Staffing Plan)
- Updated Deliverable Schedule (based on solution)
- Deliverables (draft, interim, final, etc.),
- Contingency Plans (where appropriate),
- Contractor travel information
- Quality Control plan
- Risk Management plan
- Subcontract Management (organization of personnel, software and hardware)
- Monitoring mechanisms including Program Metrics
- Automated Tools, Techniques, and Methods

The contractor shall keep the PMP up-to-date, be accessible electronically at any time, and be prepared to brief any PMP content to the Government at short notice (within 24 hours). The PMP shall be used as a foundation for the Status Report.

### **C.5.1.2 MONTHLY PROGRESS REPORTS**

The Contractor shall conduct monthly In-Progress Reviews (IPR) as agreed to at the Task Order Kick-Off meeting. The Contractor shall prepare and deliver the monthly progress report the first week of each month, 24 hours prior to the scheduled meeting. The IPR shall discuss at a minimum, the following topics:

- Agenda/Task Review and schedule/Action Items Past and Future
- Review by Task
- Schedule by Task
- Previous Month's Activities by task
- Planned Activities for next month by task
- Current and Unresolved Issues
- Actions required by HUD CPD

### C.5.1.3 MONTHLY BRIEFINGS

The Contractor shall be required to prepare and present briefings to the Government on the results of efforts undertaken under this Task Order.

#### Deliverable(s):

Section	Task	Description of Deliverable	Due Date
C.5.1.3	Prepare and present briefings to the Government on the results of efforts undertaken under this Task Order	Monthly Briefings	10th Day of the Month

### C.5.2 TASK 2 – STEADY STATE OPERATIONAL SUPPORT (FFP)

**NOTE: STEADY STATE OPERATIONAL SUPPORT INCLUDES IDIS ONLINE, GMP, DRGR AND e-SNAPS SYSTEMS SUPPORT.**

Consistent with OMB Circular A-11 and HUDs Capital Planning and Budget processes the objective of Steady State Operational Support is to ensure complete, continuous and successful business operations for all of the CPD systems. Steady State Operations (SS) means maintenance and operation of current IT systems at current capability and performance levels. Project Management support should be a minimal portion of Steady State Operational Support.

#### C.5.2.1 APPLICATION SOFTWARE SUPPORT

The Contractor shall provide Information Technology (IT) support to the HUD user community covered by this TOR. The required IT support includes, but is not limited to:

- Identify, troubleshoot, implement and resolve HUD application software issues on HUD servers for the systems specified in Section C.3. Typically, a user will call the HUD National Help Desk or HUD Exchange Ask-A-Question with a problem, and IT support personnel will document and track the issue from initial call-in to final resolution. The contractor shall troubleshoot the problem from remote client locations. There are approximately 15 trouble calls per week on average. The current volume of trouble tickets outside the core hours of 6:00AM to 6:00PM ET is negligible.
- Coordinate with HUD Infrastructure contractors and HUD Test Center the installation of business application software on servers managed by HUD.



User Support Requirements: The Contractor shall develop a “triage” approach to user support such that VIP users have priority over general users, and issues impacting the most users have priority over issues impacting the fewest users. The Contractor shall constantly monitor his/her trouble ticket queue, and will call the customer within 2 hours of trouble ticket report receipt. The Contractor shall provide the user with an estimated time of when response to the problem can be initiated. If the response cannot be initiated within 1 business day (due to current backlog), the Contractor shall inform the Government lead, who will then either adjust the technician’s work queue, or will interface with the customer to explain the delay.

The Contractor shall NOT resolve issues by telling the customer to call another division/entity to request assistance for resolving an IT issue that falls within the scope of this TOR. The Contractor shall make all calls/coordination necessary to resolve IT issues as part of the responsibility to fully manage resolution of the issue. The triage support is for software and hardware; however, over 90% of all issues are software related. Triage describes an approach by which Contractor shall sort out who gets taken care of first, and/or which issue gets taken care of first in event that there are multiple customers and/or issues to take care of at the same time.

### C.5.2.2 DAILY SYSTEM CHECK

The Contractor shall conduct a daily check on all systems covered by this task order to verify that they are operational. Send a status report to the TPOC daily by 9:00am each Federal business day. Identify each failure/issue and escalate as needed. Identify items in which the performance was outside the threshold for acceptable performance.

#### Deliverable(s):

Section	Task	Description of Deliverable	Due Date
C.5.2.2	Provide a Daily System Check status report to the TPOC	Daily System Check Status Report	Daily by 9:00am each Federal business day.

### C.5.2.3 HELP DESK TIER 2 MONITORING

For Help Desk Tier 2 Monitoring, the Contractor shall access and monitor the queues related to the systems covered in this task order in the standard ticket tracking system used by HUD, OCIO, and the HUD-wide infrastructure contractor. At any time during the performance of this task order, upon HUD adoption of an enterprise-wide ticket tracking system for applications, the Contractor shall use the enterprise-wide tracking system within six months as directed by the HUD TPOC.

### C.5.2.4 HELP DESK TIER 2 TECHNICAL SUPPORT

The Contractor shall provide Help Desk Tier 2 technical support to the Help Desk Tier 1 consisting of the HUD National Helpdesk and HUD Exchange Ask-A-Question, and/or HUD TPOC. The Contractor shall use a ticket tracking system (See Section C.5.2.20) to intake, log, and track all Tier 2 tickets through resolution. The Contractor shall log tickets within 3 hours during normal business hours. The Contractor shall respond to all ticket requests which can include, but are not limited to, technical issues, system access problems and application questions (i.e., user cannot enter data into a specific field, screen is not loading, etc.), error messages, permission issues, performance issues, batch process issues, Electronic Data Interchange (EDI) issues, etc. The Contractor shall manage all open Tier 2 Help Desk tickets assigned to the Contractor and as requested by the HUD TPOC produce a report on the status of all tickets for a given time period.



**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.2.4	Produce a report on the status of all tickets for a given time period.	Status Report on Tier 2 Help Desk Tickets	10th Day of the Month

**C.5.2.5 ANALYZE AND DIAGNOSE**

The Contractor shall analyze and diagnose Tier 2 tickets, identify problematic components, re-create or test the problem, perform a root cause analysis, and provide a description of the problem. The Contractor shall provide an initial analysis of all Tier 2 tickets within one business day. The Contractor shall recommend a strategy or strategies to the TPOC that will fix or address the problem consistent with the priority and complexity.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.2.5	Recommend a strategy or strategies to the TPOC that will fix or address the problem	Strategy(ies) to the TPOC	One (1) Business Day

**C.5.2.6 IMPLEMENT**

The Contractor shall implement the HUD TPOC-approved strategy to fix or address the problem provided the work is within the scope of Task 3 (Steady State Operational Support). If the problem will require a HUD Application Release Tracking System (HARTS) release to implement, the ticket shall be categorized in the ticket tracking system as such, and must be addressed via Corrective Maintenance or DME tasks.

**C.5.2.7 NOTIFICATION AND COORDINATION**

The Contractor shall send information and respond to requests for information concerning the cause of the problem to the organization/resource best equipped to address the problem; for example, HUDs infrastructure support contractors for hardware/network issues.

**C.5.2.8 TROUBLESHOOT**

The Contractor shall act as Liaison with IT and Infrastructure production support staff for troubleshooting system problems. The Contractor will notify the HUD TPOC of the resolution of the problem and notify the CPD program area representative after resolution. Problem resolution may require a coordinated effort with one or more other groups to resolve.

**C.5.2.9 MANUAL TRANSACTIONS**

The Contractor shall perform manual transactions in the event of an internal software issue, data correction, or the failure of an internal batch process, e.g., data correction scripts, backups, or other tasks

to ensure the continuity of business operations. Upon HUD approval, the Contractor will follow OCIO procedures to have the tasks executed in production. This also includes configuration changes, Online Analytical Processing (OLAP) refreshes, data updates or downloads, backups, or other pushes that can be implemented to or from production without a HARTS release.

#### C.5.2.10 MANUAL DATA CORRECTIONS/SQL PROCESSING USING FILE INPUT (SPUFI)

The Contractor shall write and test data correction scripts to make data corrections in response to input from HUD TPOC/CPD staff/Tier 1 help desk. Upon HUD approval, the Contractor shall follow OCIO procedures to have the scripts executed in production. The Contractor shall use proactive quality control processes and testing to ensure data correction scripts are accurate and do not cause unintended consequences. The Contractor shall log all data correction scripts to ensure adequate audit trail should the system be audited.

##### Deliverable(s):

Section	Task	Description of Deliverable	Due Date
C.5.2.10	The Contractor shall log all data correction scripts	SPUFI/Data Correction scripts	1 Hour – 2 Weeks Depending on Priority (See Section F.3)

#### C.5.2.11 WEEKLY REPORT

The Contractor shall provide a weekly status report to the HUD TPOC summarizing current activities, accomplishments, and issues within the program related to all systems covered in this task order to include the following:

- Agenda/Task Review and schedule/Action Items Past and Future
- Review by Task
- Schedule by Task
- Previous week's Activities by task
- Planned Activities for next week by task
- Current and Unresolved Issues
- Actions required by HUD CPD

##### Deliverable(s):

Section	Task	Description of Deliverable	Due Date
C.5.2.11	Provide a weekly status report to the HUD TPOC	Weekly Status Report	Weekly

#### C.5.2.12 DATA REFRESH

The Contractor shall populate the User Acceptance Testing (UAT) and Development (DEV) environments with live production data once per month each, or as requested by the HUD TPOC.

### **C.5.2.13 AD-HOC QUERIES**

The Contractor shall provide support for ad-hoc reports including determining report needs and system capabilities; defining report requirements and format; generating and providing the report; and providing support for the Integrated Disbursement & Information System (IDIS) Data Download function, which allows users to download raw data for off-line analysis or ad-hoc reporting. Ad hoc reports can range from very focused to very broad, such as: querying for a single grantee name that matches one set of criteria; producing joined tables of financial transactions across specific date ranges, for specific grantees, limited to certain programs, or other factors; producing financial data sets for further analysis or financial modeling performed outside of the system (such as Accrual Estimating), or exporting dumps of large data sets matching criteria as specified in the request.

Ad hoc queries can originate from OIG Audit requests, requests for information from Congress or HUD Leadership, Freedom of Information Act requests from the public, or when a 'canned' report is not available to produce the data.

### **C.5.2.14 FINANCIAL SYSTEM INTERFACE**

The Contractor shall monitor system interfaces and automated data transfers at least once daily to ensure that transactions are occurring as designed. Current interfaces include:

- Electronic Data Interchange (EDI) - IDIS Online interface
- IDIS Online LOCCS interface
- IDIS Online-Geocode Service Center interface
- Disaster Recovery Grant Reporting (DRGR) LOCCS interface
- DRGR - Geocode Service Center interface
- Grants Management Process (GMP) IDIS OnLine interface
- GMP - OCFO Financial Data Mart interface
- IDIS OnLine CPD Maps interface
- IDIS OnLine - DRGR interface

If interface processes and/or automated data transfers fail, the Contractor shall be responsible for contacting appropriate resources to troubleshoot and resolve interface issues.

The Contractor shall access LOCCS, or succeeding financial system, on a read only basis, as needed for the following purposes:

- Check on the set-up of banking information for a grantee and its grants in LOCCS;
- Research disbursement issues that arise by comparing disbursement information in LOCCS to what is in the CPD system to determine whether a problem is due to a delay in payment, a problem within LOCCS, or a problem within the CPD system; and
- Assist HUDs OCFO in resolving issues regarding improper set-up of grantees and their grants in LOCCS or the modification of such set-up information.

### **C.5.2.15 LOAD DATA FILES**

The Contractor shall load data tables that are provided by CPD for loading to systems in a pre-defined format. Examples of typical data loads are adding new Fiscal Year grants into IDIS Online, or adding a new list of Low-Mod Census Tracts to IDIS OnLine, data required for GMP risk assessment, or data required for GMP Congressional Releases. The Contractor must verify that these tables are correct (i.e., no duplicates,

no incomplete records, etc.). This especially pertains to IDIS Online and GMP, but is not limited to these systems.

### C.5.2.16 CONTINUITY OF OPERATIONS (COOP)/DISASTER RECOVERY (DR) DRILLS

The Contractor shall participate in testing the existing CPD systems Contingency Plans and/or participating in Disaster Recovery Drills, which ensure CPDs ability to operate and maintain systems and business operations in the event of a terrorist attack, natural disaster, or other significant disruption. Typically, Contingency Plan tests/Disaster Recovery Drills occur once per year, per system. In the event of a COOP declaration, the Contractor shall execute the Contingency Plan per the direction of the HUD TPOC.

### C.5.2.17 SECURITY UPDATES

Contractor shall coordinate with HUD CPD Information Systems Security Officer (ISSO) to complete National Institute of Standards and Technology (NIST) Security Control Updates as part of annual Security Control Self-Assessment and to implement a new Revision in the NIST 800-53 standard, in the Cyber Security Assessment and Management (CSAM) tool. Updates include security controls and implementation statements that comprise the System Security Plan (SSP), vulnerability scan support, and Assessment Results.

The Contractor shall provide technical input to HUD in responding to Plan of Action and Milestones (POA&M) items by identifying the system changes that may be required to correct and address security weaknesses.

#### Deliverable(s):

Section	Task	Description of Deliverable	Due Date
C.5.2.17	Update the security controls and implementation statements in the CSAM tool that comprise the System Security Plan (SSP).	System Security Plan	Annually

### C.5.2.18 MEETING PARTICIPATION

The Contractor shall participate in meetings pertinent to this task order that discuss the operations/supporting infrastructure of the systems of this portfolio including conference calls, Integrated Project Team (IPT) meetings, HITS Requests Management Board (HRMB) meetings, Configuration Change Management Board (CCMB) meetings, Data Steward Advisory Board (DSAG) meetings, Steady State Operational Support meetings, TIGER team meetings, Contract meetings, and other meetings as requested by the HUD TPOC.

The Contractor shall prepare and deliver meeting minutes within three (3) business days of the meeting. The meeting minutes should include a summary of the meeting, action items, assignments, and pending matters.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.2.18	Prepare and deliver meeting minutes	Meeting Minutes	Within three (3) business days of the meeting.

**C.5.2.19 INFRASTRUCTURE UPGRADE TESTING**

The Contractor shall conduct analysis and testing of the impact of HUD-wide datacenter infrastructure or software upgrades on the systems of this portfolio and support the HUD infrastructure contractor during the upgrades. The Contractor shall coordinate with OCIO staff, the OCIO infrastructure contractors, and CPD staff during testing and implementation. Examples may include software patches/upgrades (such as MicroStrategy), operating system patches/upgrades, core database version upgrades (such as Oracle), single sign-on software upgrades/replacements, or other infrastructure maintenance impacting the systems within scope of this task order. If the upgrade will require application system modification and a HARTS release to implement, the effort must be addressed via Corrective Maintenance or DME Task.

**C.5.2.20 TICKET TRACKING**

The Contractor shall maintain a comprehensive and searchable ticket tracking system that categorizes all IT system issues by multiple attributes. The tracking system should categorize and fully document issues, such as code defects or requests for enhancements. The tickets should be prioritized and classified as development, modernization and enhancement; operational maintenance; or corrective maintenance. The tracking system should provide a level of effort or cost estimate to correct the problem. The Contractor shall allow select CPD and OCIO staff to access this system, or provide regular reports or exports, in order to assess the overall status of each system and/or project and each documented issue, to discuss and capture new issues, and to prioritize issues to fix.

**C.5.2.21 SOFTWARE FUNCTIONAL/OPERATIONAL**

The Contractor shall ensure that all existing application software is fully functional and operational. The Contractor shall work with the HUD infrastructure support contractors to resolve issues related to software applications. The Contractor shall start (bring up) and stop (shut down) various on-line systems when necessary for all environments, as required and permitted by HUD. As required, the Contractor shall maintain and provide detailed, up-to-date technical instructions to the infrastructure team on how to start and stop systems and services, how overnight transactional processes operate (e.g. Online Analytical Processing [OLAP] refresh, LOCCS transaction, autosys jobs, cron jobs, authentication), and other essential information on basic system dependencies and technical configurations.

**C.5.3 TASK 3 - TRANSITION SERVICES (FFP)**

**C.5.3.1 TRANSITION PLAN**

Within 10 days of Task Order award, the Contractor shall prepare and deliver an Initial Transition Plan recommending the steps necessary to migrate from existing Government and contractor operations to the newly awarded contractor operations. The plan shall be defined in detail by specific task, deliverable, and milestone to ensure an orderly and complete transition. The transition shall be executed as quickly as possible with minimum disruption to operations and customer service. The Government will review the

Initial Transition Plan, and provide comments to the Contractor that will be addressed in the Final Transition Plan. The Final Transition Plan is due within 5 days of the receipt of the Government's comments.

### C.5.3.2 TRANSITION-IN SERVICES (FFP)

The successful contractor shall perform transition-in services for no longer than 25 days after kick-off meeting necessary to provide a smooth and efficient transition from the existing contractor without any interruption or degradation in any services.

The contractor (other than the incumbent) shall prepare and submit a transition plan (SEE SECTION C.5.3.1) detailing the plan, staffing, and other information necessary to seamlessly transition from the existing task order without interruption or degradation in any services.

#### Deliverable(s):

Section	Task	Description of Deliverable	Due Date
C.5.3.2	Perform transition-in services	Transition-In Plan	<ul style="list-style-type: none"> <li>Draft Plan during the Kick-off</li> <li>Final Plan 14 days after kick-off meeting</li> </ul>

### C.5.3.3 TRANSITION-OUT SERVICES (FFP)

The contractor shall perform all services necessary to transition the work performed under this task order to the Government or another contractor at the conclusion of this task order. The transition shall be performed without any interruption or degradation in any services. The contractor shall perform all transition-out services necessary to provide a smooth and efficient transition.

Within 180 days of Task Order expiration, the Contractor shall prepare and deliver a Transition-Out Plan that recommends the steps required to transition network operations from the Contractor back to HUD TPOC and/or the follow-on service provider at the conclusion of the Task Order. This plan will include provisions for the disposition of any contractor proprietary tools that may have been installed to support network operations such that HUD CPD and/or the follow-on service provider may remain fully operational up to the standards established before exit.

The Transition Plan shall address, at a minimum, the following areas:

- Transition of Program Management Support and Other Personnel
- Transition of Task Requirements in the task order
- Asset Transfers [hardware, software, GFP]
- Resource Requirements [personnel and budget]
- Security Clearance Actions and Status
- Transition Milestones and Timeline
- Risk Mitigation Practices

The Contractor shall use best commercial practice for formatting deliverables under this task order.



**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.3.3	Perform all transition-out services	Transition-Out Plan	90 Days Before Task Order Performance

**C.5.4 TASK 4 - CORRECTIVE MAINTENANCE (CM) (LH)**

CPD requires a continuing capability to implement changes to all components of CPD Grants Management Systems. The contractor shall maintain the capability to implement such changes on an ongoing basis at the direction of the TPOC.

The contractor must organize its activities for maintenance according to the framework provided by HUD's PPM. At any one time, CPD typically has a backlog of application software change requirements. New maintenance requirements are added through the change control board process, and priorities will change. The backlog is therefore dynamic. CPD will identify, prioritize, and approve requests for maintenance through the change management process.

The contractor shall support refinement of requirements as a basis for estimate; estimate cost, effort, and schedule; and implement through a rational software development process all maintenance requirements approved by government through the change control board process.

The Contractor shall perform Corrective Maintenance actions that encompass modifications to fix application problems caused by design, logic, coding, development, and/or infrastructure errors. This type of maintenance may be triggered by an explicit service desk ticket, problem report, or trouble call and involves errors that must be addressed immediately as indicated in Steady State Operational Support. Corrective Maintenance also encompasses modifications that fix application inconsistencies caused by regulatory changes to existing programs. The Contractor shall perform all project phases and activities required to build, test and deploy all Corrective Maintenance changes as necessary to fix the application problems whenever they occur.

**C.5.4.1 CORRECTIVE MAINTENANCE TASK SPECIFICS**

**NOTE: CORRECTIVE MAINTENANCE INCLUDES IDIS ONLINE, GMP, DRGR AND e-SNAPS SYSTEMS SUPPORT**

The Contractor shall provide corrective maintenance for CPD Systems. Corrective maintenance is necessary to keep an asset functioning as designed during its operations and maintenance phase of an investment. Maintenance costs include costs needed to sustain an IT asset at the current capability and performance levels including corrective software changes, maintenance of existing system interfaces; and code or other modifications to comply with mandated infrastructure upgrades. Examples of these types of maintenance are environment changes or infrastructure upgrades requiring modifications to application code or database structure; load or other performance issues requiring code changes; updates to existing functions within the corresponding IT system due to the evolution of business rules or regulations; or system interfaces that are not functioning as designed.

Corrective Maintenance consists of the action(s) taken to restore a failed system to operational status. This usually involves replacing or repairing the software component that is responsible for the failure in the

system. Corrective maintenance is performed at unpredictable intervals. The objective of corrective maintenance is to restore the system to satisfactory operation within the shortest possible time.

Code changes or other fixes conducted under Corrective Maintenance are of the nature that require a HARTS release (as defined in C.5.4.7) or application configuration change to implement into Production, e.g., cannot be accomplished via data correction scripts.

**Issues that require Corrective Maintenance shall include the following:**

- The Contractor shall develop and deploy to production fixes for a backlog of IDIS, DGR, and GMP maintenance items such as known defects, break fixes, or code bugs. HUD will focus on correcting the highest business priority items first. The Contractor shall provide defect remediation and 'break-fix' for CPD Systems. Examples of these types of corrective maintenance items include:
  - Calculations that generate incorrect totals
  - Data screens that omit a required entry or store an entry in the improper location
  - Improper logic in business rules
  - Resolution of aborted programs or error messages
  - Application configuration issues
- The Contractor shall provide maintenance for the e-snaps system to implement the routinized system configurations to Grantium that operationalize annual changes from the Continuum of Care/Homeless Assistance Grant Notification of Funding Availability to automate the competitive grant cycle.
  - The Contractor shall develop and deploy to production configurations of the Grantium-based e-snaps system in order for HUD to automate annual CoC grant program competitions.
  - This includes the full competitive grants management life cycle from Intake of over 8,000 online applications annually through review, selection, award, and accomplishment reporting.
  - Tasks include functional and system requirements through design, development, testing, and publication or release to production.
- The Contractor shall perform maintenance to CPD Systems to respond to or comply with FISMA, OMB Circular A-123, FFMIA, FMFIA, or other applicable information system compliance frameworks, laws, rules, and requirements. For example, HUD may need to perform maintenance to CPD Systems to resolve Plan of Actions and Milestones established by routine FISMA security reviews or vulnerability scans.
- The Contractor shall perform maintenance to CPD systems required to ensure alignment of the systems' existing business rules, screens, reports, or data elements to revisions in program regulations, policies, or guidance.
- Contractor shall ensure continuing operations for software version/platform/infrastructure changes (e.g. operating system upgrades, Microstrategy upgrades, PrimeFaces upgrades, Weblogic upgrades, or Oracle upgrades) when the impacted business application/system would otherwise not work as a direct result of that version/platform/infrastructure change. For instance, if OCIO determines all systems must upgrade to the latest version of Oracle, and that change requires code changes that cannot be implemented without a HARTS release or application configuration changes, then the work is categorized as Corrective Maintenance. However, version/platform/infrastructure changes that can be accommodated without a HARTS release or application configuration change are considered Steady State Operational Support.
- Contractor shall ensure continuing operations for CPD Systems when the impacted business application/system would otherwise not work as a direct result of interfacing systems changes. For instance, if an interfacing system migrates to a cloud service, and that change requires CPD System code changes that cannot be implemented without a HARTS release or application configuration changes, then the work is categorized as Corrective Maintenance.

**The Contractor's efforts for the above shall include:**

1. **Requirements** – Analyze the business requirements to document the functional, data, and system requirements. Conduct requirements sessions with CPD program areas. Create and maintain the Requirements Traceability Matrix.
2. **Design** – Design, prototype, wireframe, or otherwise translate all requirements into system modifications, including but not limited to: functional requirements, use cases, system screens, reports, databases, system rules, and functions. This task requires continuous requirements refinement with CPD program areas. CPD program areas to sign off on design.
3. **Development & Testing** – Complete development and coding of system modifications. Perform testing such as unit testing, system and integration testing, and regression testing. Maintain the Requirements Traceability Matrix to track requirements through testing.
4. **UAT** - Provide technical support to HUD's User Acceptance Testing (UAT) including deployment new build to HUD UAT environment, delivering UAT test plan, test scripts, test data, and test report to CPD testers.
5. **Section 508 Compliance** – Ensure System meets the applicable accessibility standards of the Section 508 of the Rehabilitation Act stated in Section 6.C of the TOR.
6. **System Security efforts and tasks** – Ensure System meets the applicable information system security standards specified by HUD OCIO Security, Federal NIST Standards, and HUD ADP Security. Throughout implementation, assess the business, system, functional requirements for changes to the disposition of the system security. For any required updates, maintain the System Security Plan and the Implementation Statements using HUD's CSAM System.
7. **Deployment** – Perform Quality Assurance activities. Prepare the HARTS release package and submit to the HUD Test Center. Perform support activities for the Test Center and HUD Infrastructure to complete the software release(s) deployment to production. This includes troubleshooting, providing technical support or system expertise, and spot testing to ensure successful deployment.
8. **Deliverables** – Deliver updates to or create new the following documents in final version to reflect effort above, as approved by HUD TPOC. Where applicable, documents shall conform to HUD Project Planning and Management (PPM) Version 2 artifact template standards:
  - a. Project Work Plan / Performance Measurement Baseline
  - b. Updates with actuals (dates, cost, effort) to Project Work Plan, delivered Bi-weekly
  - c. Project Status reporting
  - d. Maintain Requirements Traceability Matrix (RTM)
  - e. Maintain Change Control Register / Log (CCR/CCL) reported bi-weekly
  - f. Maintain a Risk Register reported bi-weekly
  - g. Perform updates to Requirements Definition Document
  - h. Deliver Test Scripts / Scenarios
  - i. Maintain Test Results Reports
  - j. Perform updates to Test Plan
  - k. Perform updates to Implementation Plan
  - l. Perform updates to User Manual and information in Online context-based Help
  - m. Perform Updates to Interface Control Document
  - n. Perform updates to Operations & Maintenance Manual
  - o. Perform updates to Technical Design Document
  - p. Perform updates to Data Dictionary

## Deliverable(s):

The contractor shall update all PPM and other system documentation to reflect all changes implemented to production under Corrective Maintenance work. Details about the PPM deliverables can be found at this website: [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/cio/ppm/PPMV20Artifacts](https://portal.hud.gov/hudportal/HUD?src=/program_offices/cio/ppm/PPMV20Artifacts).

Section	Task	Description of Deliverable	Due Date
C.5.4.1	Update all PPM and other system documentation to reflect all changes implemented to production	PPM and other system documentation	Update at System Release

### C.5.4.2 PROJECT MANAGEMENT

The Contractor shall provide project management for Corrective Maintenance efforts to ensure software developers and other technical staff follow project plans established in C.5.4.1. HUD will closely monitor the cost and schedule of Corrective Maintenance tasks to minimize potential for cost and/or schedule variances. HUD encourages the Contractor to follow the work process flow, methodology, procedures, deliverables and best practices that conform to the standards dictated by the Project Management Body of Knowledge (PMBOK) Guide, Project Management Life Cycle defined and published by the Project Management Institute (PMI).

Corrective Maintenance tasks shall follow HUD's Project Planning and Management (PPM) process. Details about the PPM process can be found at this website: [http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/cio/ppm/PPMV20HOME](http://portal.hud.gov/hudportal/HUD?src=/program_offices/cio/ppm/PPMV20HOME)

HUD encourages the use of an agile development methodology by tailoring the PPM to enable the planning, development, and delivery of useable functionality within 6-9 month increments.

### C.5.4.3 CONFIGURATION MANAGEMENT PLAN

The Contractor shall update the existing Configuration Management (CM) Plan or create the Configuration Management Plan if it does not exist. The plan shall address the following:

- **Configuration Management:** Configuration management is a set of processes and procedures to identify configuration items, baseline configuration items and control changes to the configuration baseline. All changes must be evaluated and approved by the Change Control Board (CCB) in accordance with the procedures. The CCB constitutes HUD staff and HUD staff are responsible for determining priority and sequencing for releasing fixes and enhancements.
- **Change Management:** Change management identifies and defines steps for initiating software changes that may alter the current system or current requirements. The Contractor will maintain a Change Control Register (CCR) for each system to log and track all change requests and requests to implement new requirements.
- **Release Management:** Release management consists of specific processes that manage the risks associated with each release. The processes address the coordination and responsibilities of all functional areas affected by a release.
- **Problem Tracking:** Issues are thoroughly tracked and are sometimes submitted to the CCB for evaluation and approval of the proposed resolutions.

- Configuration Management Tools: The Contractor will use HUD's standard Configuration Management tools as part of the Configuration Management process.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.4.3	Create or update the existing Configuration Management (CM) Plan	Configuration Management Plan	Annually

**C.5.4.4 QUALITY ASSURANCE PLAN**

The Contractor shall provide a Quality Assurance (QA) Plan (QAP) that conforms to the minimum standards as identified in the Quality Assurance guidelines identified in the HUD PPM. The Contractor shall identify a team that is dedicated to Quality Assurance and ensure that only high quality products and services are delivered to HUD.

HUD will use a Quality Assurance Surveillance Plan (QASP) as part of the Government's efforts to monitor contractor performance. See Attachment 1.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.4.4	Provide a Quality Assurance (QA) Plan (QAP)	Quality Assurance Plan (QAP)	Annually

**C.5.4.5 LESSONS LEARNED**

The Contractor shall maintain a Lessons Learned document that conforms to the minimum standards as identified in the HUD PPM, updating it as part of Project closeout. The Contractor shall disseminate lessons learned to the team after each release, and make recommendations as appropriate to HUD to increase the quality of future deliverables and improve reliability and efficiency of systems.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.4.5	Maintain a Lessons Learned document and disseminate lessons learned to the team after each release	Lessons Learned Document	Update at System Release

C.5.4.6     SECURITY PACKAGES

All Project Work Plans (PWP)s shall contain a task identifying each IT Security document update, as well as a task or tasks identifying IT security-related coding or system modification. The Security Package includes the following documents:

- Risk Assessment
- System Security Plan in government cybersecurity tool
- Contingency Plan

Deliverable(s):

Section	Task	Description of Deliverable	Due Date
C.5.4.6	Maintain a Risk Assessment document that establishes the security disposition.	Risk Assessment	Annually
C.5.4.6	Maintain a Contingency Plan for system recovery and reconstitution.	Contingency Plan	Annually
C.5.4.6	Update a System Security Plan based on system changes implemented in the Release.	System Security Plan	Update at System Release

C.5.4.7     HARTS RELEASES

Once HUD has performed User Acceptance Testing (UAT) and final system performance load and stress testing has been completed successfully, the Contractor shall submit the approved work products as a HUD Application Release Tracking System (HARTS) release package, along with all associated documentation required for the HARTS release.

Under the HARTS process, the HUD Test Center reviews and tests each HARTS release package prior to deployment. Once approved, the HUD infrastructure team performs the deployment to production. The Contractor shall provide technical and management support to both the Test Center and the HUD infrastructure team for the testing and deployment processes to ensure successful release.

When the HUD IT Project Manager verifies that UAT is successfully complete, the Contractor shall prepare and submit a HARTS release package, which includes the technical release instructions, application scripts, schedule, test plan, test results and evaluation report, checklist for release acceptance process, software configuration management and release process (Serena Dimensions instructions), database scripts for the creation of test user IDs and passwords, and documentation to verify compliance with Section 508 requirements. The Contractor shall prepare the system release request in HUD’s HARTS system and provide the necessary modified software code products. The Contractor shall prepare and manage Release Notes to document the fixes/ changes/ enhancements included in each system release and support the release deployment process using HUD’s standard Configuration Management tool, currently Serena Dimensions.



Under the HARTS process, the HUD IT Project Manager shall determine if the release is categorized as a regular or emergency release. Current HUD policy specifies a lead-time of 17 business days for regular releases and 4 business days for emergency releases.

The Contractor shall be responsible for coordinating release testing with the HUD Test Center, including copying all relevant files into the Test Center's realignment testing environment used to simulate the production environment for each release. The Contractor shall support the HUD Test Center staff, OCIO staff, and/or HUD infrastructure contractors during the installation and configuration of software upgrades and application system releases as required. The Contractor shall also follow-up to provide Verification and Validation of the intended results within two business hours after the release installation has been completed, to verify that the installation was completed correctly.

Code changes, configurations, and other contents of the software delivered in a HARTS release shall contain zero defects.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.4.7	Contractor shall submit the approved product (completed User Acceptance Testing (UAT), final system performance load and stress testing) as a HUD Application Release Tracking System (HARTS) release request, along with all associated documentation required for the HARTS release	HARTS Release Package	Per System Release

**C.5.4.8 TESTING**

The Contractor shall conduct functional, unit, system/integration, regression, smoke, load/-performance and/or stability tests as applicable as part of their quality assurance plan for each system release. Each applicable test shall be identified as a milestone in the Work Breakdown Structure (WBS). Use of industry-standard automated testing software is strongly encouraged. The software shall be flexible to be able to handle changes and requirements of any complexity; allow for the recording and playback of scripts, along with the ability to maintain an ongoing test data suite; thus ensuring 100% of the requirements are met and that regression testing will fully test all previous functionality. The amount and type of testing shall be commensurate with the size, scope, and risk of the specific release as mutually agreed upon by the Contractor and the HUD TPOC.

The Contractor shall assist HUD staff in coordinating User Acceptance Testing (UAT) with impacted stakeholders, as per Section C.5.4.10 below.

**C.5.4.9 REQUIREMENTS TRACEABILITY MATRIX (RTM)**

The Contractor shall create and update a Requirements Traceability Matrix (RTM) as required. The RTM is typically a direct input to the Requirements Definition Document. The RTM shall clearly link the new and/or changed requirements to where and how they have been implemented in the system. The RTM shall

provide backwards and forward traceability, meaning the RTM documents each requirement from its source through definition, analysis, design, testing, acceptance, and deployment.

The size and level of detail of the RTM shall be commensurate with the size, scope, and risk of the issues being fixed for each corrective maintenance release.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.4.9	Create and update a Requirements Traceability Matrix (RTM)	Requirements Traceability Matrix (RTM)	Project Initiation and throughout the Life of the Project

**C.5.4.10 USER ACCEPTANCE TESTING (UAT)**

HUD will perform acceptance testing of the new or modified CPD systems code and/or database changes/additions after successful completion of Contractor testing. The Contractor shall prepare or update a User Acceptance Test (UAT) plan and test scenarios/scripts for users to follow during the initial structured portion of the UAT (following structured testing the users are encouraged to conduct their own free-form testing). The Contractor shall assist HUD during the preparation and execution of the acceptance test by establishing test data and maintaining the test environment. The Contractor shall provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which shall be delivered with the final product at the time of the initiation of the UAT period. The RTM shall clearly link the new and/or changed requirements to where and how they have been implemented in the system, to assist the users during testing. The Contractor shall correct any errors identified by the User Acceptance Test team. The Contractor shall document the results of the testing in the Test Results Report.

Upon receipt of the report, HUD will examine the test results and make a determination as to the readiness of the new or modified CPD systems code and/or database changes/additions to be released into the production environment. HUD will certify the planned release under one of the following categories:

- It is virtually error free and should be released into production.
- Errors still exist that should be addressed, however, a decision could be made that either;
  - the release can proceed intact and the errors will be corrected and implemented through a subsequent release or,
  - the release can proceed but the portions determined defective will be removed from it and errors will be corrected and implemented through a subsequent release.
  - It has major shortcomings and should not be released into production at this time. Instead, it should be returned for further development and re-testing.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.4.10	Prepare or update a User Acceptance Test (UAT) plan	Test Plan	2 Weeks prior to start of User Acceptance Testing
C.5.4.10	Test scenarios/scripts for users to follow during the initial structured portion of the UAT	Test Scenarios/Scripts	2 Weeks prior to start of User Acceptance Testing
C.5.4.10	Provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which shall be delivered with the final product at the time of the initiation of the UAT period.	Test Results Report	2 Weeks upon conclusion of User Acceptance Testing
C.5.4.10	Document the results of the testing in the Test Results Report.	Test Results Report	3 Business Days upon conclusion of User Acceptance Testing

**C.5.4.11 INTERFACE CONTROL DOCUMENT**

The Contractor shall maintain an Interface Control document that conforms to the minimum standards as identified in the HUD PPM, updating it for each System Release. The Contractor shall use the Interface Control document to catalog system identification, interface description (such as transactions), and the interface requirements for those information systems that interface with each CPD System.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.4.11	Maintain an Interface Control document recording all system interfaces	Interface Control document	Update at System Release

**C.5.4.12 OPERATIONS & MAINTENANCE MANUAL**

The Contractor shall maintain an Operations & Maintenance Manual that conforms to the minimum standards as identified in the HUD PPM, updating it for each System Release. The Operations & Maintenance Manual shall detail system and operational procedures, inventories, and inputs / outputs required for the performance and operation of each CPD System.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.4.12	Maintain an Operations & Maintenance Manual recording system and operational procedures, inventories, and inputs / outputs required for the performance and operation of each CPD System.	Operations & Maintenance Manual	Update at System Release

**C.5.4.13 TECHNICAL DESIGN DOCUMENT**

The Contractor shall maintain a Technical Design Document that conforms to the minimum standards as identified in the HUD PPM, updating it for each System Release. The Technical Design Document shall detail system architecture and design (data, user interface, security) each CPD System.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.4.13	Maintain a Technical Design Document detail system architecture and design (data, user interface, security) for each CPD System.	Technical Design Document	Update at System Release

**C.5.4.14 DATA DICTIONARY**

The Contractor shall maintain a Data Dictionary that conforms to the minimum standards as identified in the HUD PPM, updating it for each System Release. The Data Dictionary shall record meta data required to provide system, functional, and business context to the data elements implemented in each CPD System.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.4.14	Maintain a Data Dictionary for each CPD System.	Data Dictionary	Update at System Release

**C.5.5 TASK 5 - DEVELOPMENT, MODERNIZATION AND ENHANCEMENT (DME) (LH)**

DME means development, changes, or modifications of capabilities to existing systems to improve capability or performance; or changes mandated by the Congress or agency leadership.

### C.5.5.1 DME TASK SPECIFICS

#### **NOTE: DEVELOPMENT, MODERNIZATION AND ENHANCEMENT INCLUDES IDIS ONLINE, GMP, DRGR AND e-SNAPS SYSTEMS SUPPORT**

The Contractor shall perform DME tasks on CPD Systems including IDIS Online, GMP, DRGR, and e-snaps. The Contractor shall ensure DME tasks include the re-engineering and/or enhancement of an existing system, the re-platforming of a system to refresh technical architecture, or upgrade of the referenced systems so that its technology remains current and operational.

The Contractor shall practice rigorous requirements management, project management, change control management and testing during DME efforts to ensure:

- a) deployment of high-quality code that accurately meets the requirements
- b) successful releases without introduction of unexpected problems
- c) minimal need for emergency/corrective maintenance
- d) minimal need to fix the same issue multiple times
- e) HUD achieves maximum value out of limited IT budget resources

#### **Development/Modernization/Enhancement (DME) actions that the contractor shall perform:**

- The contractor shall modernize and re-engineer legacy systems towards HUD enterprise architecture-compliant standards. This may include full re-platforming from technically obsolescent environments to more current standards.
- The contractor shall modify or enhance existing capabilities, or add new capabilities to CPD Systems. This may include implementing new Grant Programs or Grants Management Processes, or streamlining existing business processes.
- The contractor shall perform development, modifications, and enhancements to the business rules, screens, or data elements of CPD systems required to implement new legislation, regulation, policy, or guidance.
- The contractor shall perform development, modifications, and enhancements to the DRGR system required to support Supplemental or other Appropriations established for disaster relief and economic recovery by Congress, and/or by Presidentially-declared natural disaster.
- The contractor shall perform development, modifications, and enhancements to CPD Systems to respond as part of a Management Plan, Remediation Plan, or other action required to comply with applicable information system laws, rules, and requirements. For example, HUD may need to perform modifications to CPD Systems to resolve Office of Inspector General Audit findings and recommendations.
- The contractor shall develop new MicroStrategy Reports, or modify and enhance existing MicroStrategy Reports, that are used by HUD for business intelligence, program reporting, oversight, and grants management.
- The contractor shall perform development, modifications, and enhancements to develop new system interfaces or enhance and modernize existing system interfaces with other CPD Systems or other HUD systems (for example, EGIS, core financial systems, or Geocode location services). For example, modification and enhancements may be required to an existing system interface to update it from an ODBC connection or a scheduled batch file to an interface utilizing web services

**The Contractor's DME efforts for the above shall include:**

1. **Requirements** – Analyze the business requirements to document the functional, data, and system requirements. Conduct requirements sessions with CPD program areas. Create and maintain the Requirements Traceability Matrix.
2. **Design** – Design, prototype, wireframe, or otherwise translate all requirements into system modifications, including but not limited to: functional requirements, use cases, system screens, reports, databases, system rules, and functions. This task requires continuous requirements refinement with CPD program areas. CPD program areas to sign off on design.
3. **Development & Testing** – Complete development and coding of system modifications. Perform testing such as unit testing, system and integration testing, and regression testing. Maintain the Requirements Traceability Matrix to track requirements through testing.
4. **UAT** - Provide technical support to HUD's User Acceptance Testing (UAT) including deployment new build to HUD UAT environment, delivering UAT test plan, test scripts, test data, and test report to CPD testers.
5. **Section 508 Compliance** – Ensure System meets the applicable accessibility standards of the Section 508 of the Rehabilitation Act stated in Section 6.C of the TOR.
6. **System Security efforts and tasks** – Ensure System meets the applicable information system security standards specified by HUD OCIO Security, Federal NIST Standards, and HUD ADP Security. Throughout implementation, assess the business, system, functional requirements for changes to the disposition of the system security. For any required updates, maintain the System Security Plan and the Implementation Statements using HUD's CSAM System.
7. **Deployment** – Perform Quality Assurance activities. Prepare the HARTS release package and submit to the HUD Test Center. Perform support activities for the Test Center and HUD Infrastructure to complete the software release(s) deployment to production. This includes troubleshooting, providing technical support or system expertise, and spot testing to ensure successful deployment.
8. **EVM** - Provide and update project schedule that includes Performance Measurement Baseline and Earned Value Management (EVM) information (including "% Complete", Planned and Actual Start dates, Planned and Actual Finish dates, Planned and Actual Costs, and resource names).
9. **Deliverables** – Deliver **updates to or create new** the following documents in final version to reflect effort above, as approved by HUD TPOC. Where applicable, documents shall conform to HUD Project Planning and Management (PPM) Version 2 artifact template standards:
  - a. Project Work Plan / Performance Measurement Baseline
  - b. Updates with actuals (dates, cost, effort) to Project Work Plan, delivered Bi-weekly
  - c. Project Status reporting
  - d. Maintain Requirements Traceability Matrix (RTM)
  - e. Maintain Change Control Register / Log (CCR/CCL) reported bi-weekly
  - f. Maintain a Risk Register reported bi-weekly
  - g. Perform updates to Requirements Definition Document
  - h. Perform updates to Functional Requirements Document
  - i. Perform updates to Data Requirements Document
  - j. Perform updates to Solution Architecture Document
  - k. Deliver Test Scripts / Scenarios
  - l. Maintain Test Results Reports
  - m. Perform updates to Test Plan
  - n. Perform updates to Implementation Plan
  - o. Perform updates to User Manual information in Online Context Help if applicable
  - p. EVM
  - q. Perform Updates to Interface Control Document
  - r. Perform updates to Operations & Maintenance Manual
  - s. Perform updates to IDIS Data Download Definitions document
  - t. Perform updates to IDIS Electronic Data Interface (EDI) Error Messages document



- u. Perform updates to IDIS EDI Record Layout document
- v. Perform updates to IDIS Report Users Guide
- w. Perform updates to Data Dictionary
- x. Deliver Release Notes

### Deliverable(s):

The contractor shall update all PPM and other system documentation to reflect all changes implemented to production under DME work. Details about the PPM deliverables can be found at this website:

[https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/cio/ppm/PPMV20Artifacts](https://portal.hud.gov/hudportal/HUD?src=/program_offices/cio/ppm/PPMV20Artifacts).

Section	Task	Description of Deliverable	Due Date
C.5.5.1	Update all PPM and other system documentation to reflect all changes implemented to production	PPM and other system documentation	Update at System Release

### C.5.5.2 HUD PROJECT PLANNING AND MANAGEMENT (PPM) PROCESS

The Contractor shall cover one or multiple phases of the PPM process. The PPM process is a general guideline for all DME projects. Not all deliverables are required for all projects. CPD/OCIO will tailor artifacts required for each modification and identify which PPM artifacts to include or exclude. The Contractor shall develop new documents, or update existing documents, as specified in the modification. Example PPM artifacts can be found at this website:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/cio/ppm/PPMV20Artifacts](http://portal.hud.gov/hudportal/HUD?src=/program_offices/cio/ppm/PPMV20Artifacts)

DME projects shall be initiated by modification and will follow HUD's Project Planning and Management (PPM) process or current equivalent.

The Contractor shall ensure the project plan includes milestones for requirements gathering/business process analysis meetings, agile development design sessions, prototype demonstrations, regular status meetings, and other meetings as necessary where the Contractor needs input from HUD or HUD requests demonstration of functionality. The project plan will also provide a schedule for all PPM and other deliverables identified in the modification.

The PPM process requires Gate Reviews as projects progress through the phases. The contractor shall participate in OCIO Gate Reviews or other technical project reviews as requested by the HUD TPOC.

### C.5.5.3 PROJECT MANAGEMENT

The Contractor shall provide project management for DME efforts to ensure software developers and other technical staff follow project plans established in C.5.5.2. HUD will closely monitor the cost and schedule of DME tasks to minimize potential for cost and/or schedule variances. HUD encourages the Contractor to follow the work process flow, methodology, procedures, deliverables and best practices that conform to the standards dictated by the Project Management Body of Knowledge (PMBOK) Guide, Project Management Life Cycle defined and published by the Project Management Institute (PMI).

DME tasks shall follow HUD's Project Planning and Management (PPM) process. Details about the PPM process can be found at this website:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/cio/ppm/PPMV20HOME](http://portal.hud.gov/hudportal/HUD?src=/program_offices/cio/ppm/PPMV20HOME)

HUD encourages the use of an agile development methodology by tailoring the PPM to enable the planning, development, and delivery of useable functionality within 6-9 month increments.

#### C.5.5.4 CONFIGURATION MANAGEMENT PLAN

The Contractor shall update the existing Configuration Management (CM) Plan or create the Configuration Management Plan if it does not exist. The plan shall address the following:

- **Configuration Management:** Configuration management is a set of processes and procedures to identify configuration items, baseline configuration items and control changes to the configuration baseline. All changes must be evaluated and approved by the Change Control Board (CCB) in accordance with the procedures. The CCB constitutes HUD staff and HUD staff are responsible for determining priority and sequencing for releasing fixes and enhancements.
- **Change Management:** Change management identifies and defines steps for initiating software changes that may alter the current system or current requirements. The Contractor will maintain a Change Control Register (CCR) for each system to log and track all change requests and requests to implement new requirements.
- **Release Management:** Release management consists of specific processes that manage the risks associated with each release. The processes address the coordination and responsibilities of all functional areas affected by a release.
- **Problem Tracking:** Issues are thoroughly tracked and are sometimes submitted to the CCB for evaluation and approval of the proposed resolutions.
- **Configuration Management Tools:** The Contractor will use HUD's standard Configuration Management tools as part of the Configuration Management process.

#### Deliverable(s):

Section	Task	Description of Deliverable	Due Date
C.5.5.4	Create or update the existing Configuration Management (CM) Plan	Configuration Management Plan	Annually

#### C.5.5.5 QUALITY ASSURANCE PLAN

The Contractor shall provide a Quality Assurance (QA) Plan (QAP) that conforms to the minimum standards as identified in the Quality Assurance guidelines identified in the HUD PPM. The Contractor shall identify a team that is dedicated to Quality Assurance and ensure that only high quality products and services are delivered to HUD.

HUD will use a Quality Assurance Surveillance Plan (QASP) as part of the Government's efforts to monitor contractor performance. See Attachment 1.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.5	Provide a Quality Assurance (QA) Plan (QAP)	Quality Assurance Plan (QAP)	Annually

**C.5.5.6 LESSONS LEARNED**

The Contractor shall maintain a Lessons Learned document that conforms to the minimum standards as identified in the HUD PPM, updating it as part of Project closeout. The Contractor shall disseminate lessons learned to the team after each release, and make recommendations as appropriate to HUD to increase the quality of future deliverables and improve reliability and efficiency of systems.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.6	Maintain a Lessons Learned document and disseminate lessons learned to the team after each release	Lessons Learned Document	Update at System Release

**C.5.5.7 RISK MANAGEMENT**

HUDs PPM process emphasizes the importance of identifying, monitoring, managing, and mitigating risks for DME efforts. The Contractor shall, with input from the TPOC, develop a Risk Management Plan and a Risk Register for each DME project. Weekly updates to the Risk Register will be identified as tasks in each Project Work Plan (PWP). When the Contractor believes a technical project risk is on a path to be realized in the future, or already has been realized, they must notify the HUD TPOC.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.7	Develop a Risk Management Plan for each DME project	Risk Management Plan	Annually
C.5.5.7	Develop a Risk Register for each DME project	Risk Register	Weekly

### C.5.5.8 EARNED VALUE MANAGEMENT

The Contractor shall use EVM as per requirements of HUD's PPM process for all DME Task with lifecycle development costs of \$5 million or more.

The Contractor shall use EVM for Labor Hour Task only.

### C.5.5.9 SECURITY PACKAGES

All Project Work Plans (PWP) shall contain a task identifying each IT Security document update, as well as a task or tasks identifying IT security-related coding or system modification. The Security Package includes the following documents:

- Risk Assessment
- System Security Plan in government cybersecurity tool
- Contingency Plan

#### Deliverable(s):

Section	Task	Description of Deliverable	Due Date
C.5.5.9	Maintain a Risk Assessment document that establishes the security disposition.	Risk Assessment	Annually
C.5.5.9	Maintain a Contingency Plan for system recovery and reconstitution.	Contingency Plan	Annually
C.5.5.9	Update a System Security Plan based on system changes implemented in the Release.	System Security Plan	Update at System Release

### C.5.5.10 REQUIREMENTS TRACEABILITY MATRIX (RTM)

The Contractor shall create and update a Requirements Traceability Matrix (RTM) as required. The RTM is typically a direct input to the Requirements Definition Document. The RTM shall clearly link the new and/or changed requirements to where and how they have been implemented in the system. The RTM shall provide backwards and forward traceability, meaning the RTM documents each requirement from its source through definition, analysis, design, testing, acceptance, and deployment.

The size and level of detail of the RTM shall be commensurate with the size, scope, and risk of the issues being fixed for each corrective maintenance release.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.10	Create and update a Requirements Traceability Matrix (RTM)	Requirements Traceability Matrix (RTM)	Project Initiation and throughout the Life of the Project

**C.5.5.11 TESTING**

The Contractor shall conduct functional, unit, system/integration, regression, smoke, load/-performance and/or stability tests as applicable as part of their quality assurance plan for each system release. Each applicable test shall be identified as a milestone in the Work Breakdown Structure (WBS). Use of industry-standard automated testing software is strongly encouraged. The software shall be flexible to be able to handle changes and requirements of any complexity; allow for the recording and playback of scripts, along with the ability to maintain an ongoing test data suite; thus ensuring 100% of the requirements are met and that regression testing will fully test all previous functionality. The amount and type of testing shall be commensurate with the size, scope, and risk of the specific release as mutually agreed upon by the Contractor and the HUD TPOC.

The Contractor shall assist HUD staff in coordinating User Acceptance Testing (UAT) with impacted stakeholders, as per Section C.5.5.12 below.

**C.5.5.12 USER ACCEPTANCE TESTING (UAT)**

HUD will perform acceptance testing of the new or modified CPD systems code and/or database changes/additions after successful completion of Contractor testing. The Contractor shall prepare or update a User Acceptance Test (UAT) plan and test scenarios/scripts for users to follow during the initial structured portion of the UAT (following structured testing the users are encouraged to conduct their own free-form testing). The Contractor shall assist HUD during the preparation and execution of the acceptance test by establishing test data and maintaining the test environment. The Contractor shall provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which shall be delivered with the final product at the time of the initiation of the UAT period. The RTM shall clearly link the new and/or changed requirements to where and how they have been implemented in the system, to assist the users during testing. The Contractor shall correct any errors identified by the User Acceptance Test team. The Contractor shall document the results of the testing in the Test Results Report.

Upon receipt of the report, HUD will examine the test results and make a determination as to the readiness of the new or modified CPD systems code and/or database changes/additions to be released into the production environment. HUD will certify the planned release under one of the following categories:

- It is virtually error free and should be released into production.
- Errors still exist that should be addressed, however, a decision could be made that either;
  - the release can proceed intact and the errors will be corrected and implemented through a subsequent release or,
  - the release can proceed but the portions determined defective will be removed from it and errors will be corrected and implemented through a subsequent release.
- It has major shortcomings and should not be released into production at this time. Instead, it should be returned for further development and re-testing.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.12	Prepare or update a User Acceptance Test (UAT) plan	Test Plan	2 Weeks prior to start of User Acceptance Testing
C.5.5.12	Test scenarios/scripts for users to follow during the initial structured portion of the UAT	Test Scenarios/Scripts	2 Weeks prior to start of User Acceptance Testing
C.5.5.12	Provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which shall be delivered with the final product at the time of the initiation of the UAT period.	Test Results Report	2 Weeks upon conclusion of User Acceptance Testing
C.5.5.12	Document the results of the testing in the Test Results Report.	Test Results Report	3 Business Days upon conclusion of User Acceptance Testing

**C.5.5.13 HARTS RELEASES**

Once HUD has performed User Acceptance Testing (UAT) and final system performance load and stress testing has been completed successfully, the Contractor shall submit the approved product as a HUD Application Release Tracking System (HARTS) release request, along with all associated documentation required for the HARTS release. This shall include the preparation of the system release request in HUD's HARTS system, as well as the provision of test ID(s) and Password(s) and the necessary software code. The Contractor shall prepare and manage Release Notes to document the fixes/changes/enhancements included in each system release and support the release process using HUD's standard CM tool, currently Serena Dimensions.

When the HUD IT Project Manager verifies that UAT is successfully complete, the Contractor shall prepare and submit a HARTS release package, which includes the technical release instructions, scripts, schedule, and other documentation.

The HUD IT Project Manager shall determine if the release is categorized as a regular or emergency release. Current HUD policy specifies a lead-time of 17 business days for regular releases and 4 business days for emergency releases. The Contractor shall be responsible for coordinating release testing with the HUD Test Center, including copying all relevant files into the Test Center's realignment testing environment used to simulate the production environment for each release. The Contractor shall support the HUD Test Center staff, OCIO staff, and/or HUD infrastructure contractors during the installation and configuration of software upgrades and application system releases as required. The Contractor shall also follow-up to provide Verification and Validation of the intended results within two business hours after the release installation has been completed, to verify that the installation was completed correctly.

The Contractor shall update all PPM and other system documentation to reflect all changes implemented to production under Corrective Maintenance work. The Contractor shall update the IT Security Plan and other documents if required. These documentation tasks will be identified in the project plan and PWP.



Code changes, configurations, and other contents of the software delivered in a HARTS release shall contain zero defects.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.13	Contractor shall submit the approved product (completed User Acceptance Testing (UAT), final system performance load and stress testing) as a HUD Application Release Tracking System (HARTS) release request, along with all associated documentation required for the HARTS release	HARTS Release Package	Per System Release

**C.5.5.14 BUSINESS PROCESS MODELS**

The Contractor will be responsible for Business process models that may include any of the following:

- Flow Charts
- Use Cases including Diagrams
- Activity Diagrams
- Work process simulations
- Other models as required by HUD

**C.5.5.15 PROOF OF CONCEPT**

A Proof of Concept is a non-operational representation of the proposed functionality. If the Project Plan calls for a Proof of Concept, it will include a graphical representation of the flow of screens or the progression through the logic of the system by the typical user.

**C.5.5.16 PILOT**

A Pilot is a deployment of the final product for a limited group or subset of users. The pilot is intended to decrease the overall risk of the project by only placing a limited number of users at risk of product failure in the deployment phase. If the Pilot is deemed to be acceptable, then the Release Plan and Data Conversion Plan continue as scheduled. The Contractor shall identify and document contingency plans prior to pilot deployment in the event that the pilot is not successful, outlining corrective action plans for the project, if necessary.

**C.5.5.17 INTERFACE CONTROL DOCUMENT**

The Contractor shall maintain an Interface Control document that conforms to the minimum standards as identified in the HUD PPM, updating it for each System Release. The Contractor shall use the Interface Control document to catalog system identification, interface description (such as transactions), and the interface requirements for those information systems that interface with each CPD System.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.17	Maintain an Interface Control document recording all system interfaces	Interface Control document	Update at System Release

**C.5.5.18 OPERATIONS & MAINTENANCE MANUAL**

The Contractor shall maintain an Operations & Maintenance Manual that conforms to the minimum standards as identified in the HUD PPM, updating it for each System Release. The Operations & Maintenance Manual shall detail system and operational procedures, inventories, and inputs / outputs required for the performance and operation of each CPD System.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.18	Maintain an Operations & Maintenance Manual recording system and operational procedures, inventories, and inputs / outputs required for the performance and operation of each CPD System.	Operations & Maintenance Manual	Update at System Release

**C.5.5.19 TECHNICAL DESIGN DOCUMENT**

The Contractor shall maintain a Technical Design Document that conforms to the minimum standards as identified in the HUD PPM, updating it for each System Release. The Technical Design Document shall detail system architecture and design (data, user interface, security) each CPD System.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.19	Maintain a Technical Design Document detail system architecture and design (data, user interface, security) for each CPD System.	Technical Design Document	Update at System Release

C.5.5.20 DATA DICTIONARY

The Contractor shall maintain a Data Dictionary that conforms to the minimum standards as identified in the HUD PPM, updating it for each System Release. The Data Dictionary shall record meta data required to provide system, functional, and business context to the data elements implemented in each CPD System.

Deliverable(s):

Section	Task	Description of Deliverable	Due Date
C.5.5.20	Maintain a Data Dictionary for each CPD System.	Data Dictionary	Update at System Release

C.5.5.21 ELECTRONIC DATA INTERCHANGE (EDI) AND DATA DOWNLOAD DOCUMENTATION

IDIS utilizes an Electronic Data Interchange. This capability allows grantee users of IDIS to import large quantities of activity data or other mandatory reporting data directly into IDIS using a structured data file, instead of performing data entry by hand.

The Contractor shall maintain EDI Documentation upon any IDIS System Release that will impact the performance or requirements of the EDI. The EDI Documentation consists of the following:

- a. Data Download Definitions document.
- b. IDIS Electronic Data Interface (EDI) Error Messages document. This document provides a reference manual of EDI error messages for IDIS EDI users to troubleshoot when issues are encountered with an EDI data submission.
- c. Perform updates to IDIS EDI Record Layout document. This document provides descriptions of all Electronic Data Interchange (EDI) objects in IDIS.

HUD permits IDIS users with reporting privileges to download data-call data extracts directly from IDIS database tables. The Contractor shall maintain Data Download Documentation upon any IDIS System Release that will impact the performance or requirements of the Data Download capability. The Data Download Documentation discusses user instructions, catalogs all data extract files and relevant database tables, layout structure and rules for exported data files, and guidance for understanding legacy data from prior IDIS export files.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.21	Maintain IDIS Electronic Data Interface (EDI) Record Layout document and IDIS EDI Error Messages document.	IDIS EDI Record Layout document and IDIS Electronic Data Interface (EDI) Error Messages document.	Update at System Release
C.5.5.21	Maintain IDIS Online Appendix D Data Extract File Layouts	IDIS Online Appendix D Data Extract File Layouts	Update at System Release

**C.5.5.22 IDIS REPORT USERS GUIDE**

The Contractor shall maintain the IDIS Report Users Guide, updating it for each IDIS System Release. The IDIS Report Users Guide provides a user manual for generating and troubleshooting IDIS reports, and catalogs a description of each report available to users through the IDIS MicroStrategy reports interface.

**Deliverable(s):**

Section	Task	Description of Deliverable	Due Date
C.5.5.22	Maintain a IDIS Report Users Guide for IDIS.	IDIS Report Users Guide	Update at System Release

**C.6 SECTION 508 COMPLIANCE**

Section 508 of the Rehabilitation Act requires Federal agencies to make their electronic and information technology accessible to people with disabilities. This applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology.

All electronic and information technology (EIT) procured through this task order must meet the applicable accessibility standards specified in 36CFR1194.2, unless an agency exception to this requirement exists. Any agency exceptions applicable to this task order are listed below.

The standards define Electronic and Information Technology, in part, as “any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information. The standards define the type of technology covered and set forth provisions that establish a minimum level of accessibility. The application section of the standards (1194.2) outlines the scope and coverage of the standards. The standards cover the full range of electronic and information technologies in the Federal sector, including those used for communication, duplication, computing, storage, presentation, control, transport and production. This includes computers, software, networks, peripherals and other types of electronic office equipment.

**APPLICABLE STANDARDS, WHICH APPLY TO THIS ACQUISITION**

Section 1194.21: Software Applications and Operating Systems     X    .  
Section 1194.22: Web-based Internet Information and Applications     X    .  
Section 1194.23: Telecommunications Products \_\_\_\_\_.  
Section 1194.25: Self-Contained, Closed Products \_\_\_\_\_.  
Section 1194.26: Desktop and Portable Computers \_\_\_\_\_.  
Section 1194.31: Functional Performance Criteria \_\_\_\_\_.

**AGENCY EXCEPTIONS, WHICH APPLY TO THIS ACQUISITION**

National Security System \_\_\_\_\_.  
Acquired by a contractor incidental to a contract \_\_\_\_\_.  
Located in spaces frequented only by a service personnel for maintenance, repair or  
Occasional monitoring of equipment \_\_\_\_\_.  
Would impose an undue burden on the agency \_\_\_\_\_.

The Contractor must demonstrate compliance to 508 standards or their proposal will not be evaluated.

## SECTION D PACKAGING AND MARKING

**NOTE: Section D of the Contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:**

### D.1 PRESERVATION, PACKAGING AND MARKING

All deliverables submitted to the Government shall indicate the contract number, TO number, contractor's name, description of items contain therein and the consignee's name and address for which the information is being submitted. The Contractor shall follow the marking requirements specified by the Government.

All reports and deliverables should be submitted electronically through GSA's electronic contract system (ITSS) at: <https://portal.fas.gsa.gov/group/aasbs-portal/itss-home>. Identified below are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

- ☐ Text Microsoft Word
- ☐ Spreadsheets Microsoft Excel
- ☐ Briefings Microsoft PowerPoint
- ☐ Drawings Microsoft Visio
- ☐ Schedules Microsoft Project
- ☐ PDF Adobe Acrobat Reader

Copies of all deliverables shall also be delivered electronically to the HUD TPOC in a Microsoft format. The HUD TPOC will be provided upon award.



## SECTION E INSPECTION AND ACCEPTANCE

**NOTE:** Section E of the Contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

### E.1 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, draft reports, and other deliverables under this TO shall be performed by the HUD TPOC and the Contracting Officer Representative (COR).

### E.2 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy and conformance to this TO requirements by the Government Technical Representative and/or COR. Inspection may include validation of information or software through the use of automated tools, testing or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

The Government requires a period not to exceed 15 work days after receipt of final deliverable items for inspection and acceptance or rejection.

### E.3 BASIS OF ACCEPTANCE

The basis for acceptance shall be compliance with the requirements set forth in the Task Order, the Contractor's proposal and other terms and conditions of the basic contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses. Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected. If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version. All of the Government's comments to deliverables must either be incorporated in the succeeding version of the deliverable or the Contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated. If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this Task Order, the document may be immediately rejected without further review and returned to the Contractor for correction and resubmission. If the Contractor requires additional Government guidance to produce an acceptable draft, the Contractor shall arrange a meeting with the HUD TPOC and GSA COR.

### E.4 DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays from Government receipt of the draft deliverable. Upon receipt of the Government comments, the Contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

## **E.5 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT**

The Government will provide written notification of acceptance or rejection of all final deliverables within 15 work days unless specified otherwise. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

## **E.6 NON-CONFORMING PRODUCTS OR SERVICES**

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the Contractor, within 10 work days of the rejection notice. If the deficiencies cannot be corrected within 10 work days, the Contractor will immediately notify the HUD TPOC and GSA COR of the reason for the delay and provide a proposed corrective action plan within 10 work days.

## SECTION F DELIVERIES AND PERFORMANCE

**NOTE:** Section F of the Contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

### F.1 PERIOD OF PERFORMANCE

The task order becomes effective on date of award and continues in effect for a 12-month base period. In addition, the period of the task order is subject to four (4) 12-month option periods:

- Base Period: April 26, 2018 – April 25, 2019 (12 months)
- Option Period 1: April 26, 2019 – April 25, 2020 (12 months)
- Option Period 2: April 26, 2020 – April 25, 2021 (12 months)
- Option Period 3: April 26, 2021 – April 25, 2022 (12 months)
- Option Period 4: April 26, 2022 – April 25, 2023 (12 months)

### F.2 SCHEDULE OF DELIVERABLES

Within thirty (30) days after award of a task order, the Contractor shall provide to the Administrative Contracting Officer a fully redacted version of the task order.

The Contractor shall provide the required deliverables based on the schedule identified in Section C. Below are the required deliverables and the specified dates:

Section(s)	Task	Description of Deliverable	Due Date
C.5.1.3	Prepare and present briefings to the Government on the results of efforts undertaken under this Task Order	Monthly Briefings	10th Day of the Month
C.5.2.2	Provide a status report to the TPOC	Daily System Check Status Report	Daily by 9:00am each Federal business day.
C.5.2.4	Produce a report on the status of all tickets for a given time period.	Status Report on Tier 2 Help Desk Tickets	10th Day of the Month
C.5.2.5	Recommend a strategy or strategies to the TPOC that will fix or address the problem.	Strategy(ies) to the TPOC	One (1) Business Day
C.5.2.10	The Contractor shall log all data correction scripts	SPUFI/Data Correction scripts	1 Hour – 2 Weeks Depending on Priority (See Section F.3)
C.5.2.11	Provide a weekly status report to the HUD TPOC	Weekly Status Report	Weekly
C.5.2.17	Update the security controls and implementation statements in the CSAM tool that comprise the System Security Plan (SSP)	System Security Plan	Annually
C.5.2.18	Prepare and deliver meeting minutes	Meeting Minutes	Within three (3) business days of the meeting.

<b>C.5.3.2</b>	Perform transition-in services	Transition-In Plan	Draft Plan during the Kick-off Final Plan 14 days after kick-off meeting
<b>C.5.3.3</b>	Perform all transition-out services	Transition-Out Plan	90 Days Before Task Order Performance
<b>C.5.4.1</b> <b>C.5.5.1</b>	Update all PPM and other system documentation to reflect all changes implemented to production	PPM and other system documentation	Update at System Release
<b>C.5.4.3</b> <b>C.5.5.4</b>	Create or update the existing Configuration Management (CM) Plan	Configuration Management Plan	Annually
<b>C.5.4.4</b> <b>C.5.5.5</b>	Provide a Quality Assurance (QA) Plan (QAP)	Quality Assurance Plan (QAP)	Annually
<b>C.5.4.5</b> <b>C.5.5.6</b>	Maintain a Lessons Learned document and disseminate lessons learned to the team after each release	Lessons Learned Document	Update at System Release
<b>C.5.5.7</b>	Develop a Risk Management Plan for each DME Project	Risk Management Plan	Annually
<b>C.5.5.7</b>	Develop a Risk Register for each DME project	Risk Register	Weekly
<b>C.5.4.6</b> <b>C.5.5.9</b>	Maintain a Risk Assessment document that establishes the security disposition	Risk Assessment	Annually
<b>C.5.4.6</b> <b>C.5.5.9</b>	Maintain a Contingency Plan for system recovery and reconstitution.	Contingency Plan	Annually
<b>C.5.4.6</b> <b>C.5.5.9</b>	Update a System Security Plan based on system changes implemented in the Release.	System Security Plan	Update at System Release
<b>C.5.4.7</b> <b>C.5.5.13</b>	Contractor shall submit the approved product (completed User Acceptance Testing (UAT), final system performance load and stress testing) as a HUD Application Release Tracking System (HARTS) release request, along with all associated documentation required for the HARTS release	HARTS Release Package	Per System Release
<b>C.5.4.9</b> <b>C.5.5.10</b>	Create and update a Requirements Traceability Matrix (RTM)	Requirements Traceability Matrix (RTM)	Project Initiation and throughout the Life of the Project
<b>C.5.4.10</b> <b>C.5.5.12</b>	Prepare or update a User Acceptance Test (UAT) plan	Test Plan	2 Weeks prior to start of User Acceptance Testing

<b>C.5.4.10</b>	Test scenarios/scripts for users to follow during the initial structured portion of the UAT	Test Scenarios/Scripts	2 Weeks prior to start of User Acceptance Testing
<b>C.5.5.12</b>			
<b>C.5.4.10</b> <b>C.5.5.12</b>	Provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which shall be delivered with the final product at the time of the initiation of the UAT period.	Test Results Report	2 Weeks upon conclusion of User Acceptance Testing
<b>C.5.4.10</b> <b>C.5.5.12</b>	Document the results of the testing in the Test Results Report.	Test Results Report	3 Business Days upon conclusion of User Acceptance Testing
<b>C.5.4.11</b> <b>C.5.5.17</b>	Maintain an Interface Control document recording all system interfaces	Interface Control document	Update at System Release
<b>C.5.4.12</b> <b>C.5.5.18</b>	Maintain an Operations & Maintenance Manual recording system and operational procedures, inventories, and inputs / outputs required for the performance and operation of each CPD System.	Operations & Maintenance Manual	Update at System Release
<b>C.5.4.13</b> <b>C.5.5.19</b>	Maintain a Technical Design Document detail system architecture and design (data, user interface, security) for each CPD System.	Technical Design Document	Update at System Release
<b>C.5.4.14</b> <b>C.5.5.20</b>	Maintain a Data Dictionary for each CPD System.	Data Dictionary	Update at System Release
<b>C.5.5.21</b>	Maintain IDIS EDI Record Layout document and IDIS Electronic Data Interface (EDI) Error Messages document.	IDIS EDI Record Layout document and IDIS Electronic Data Interface (EDI) Error Messages document.	Update at System Release
<b>C.5.5.21</b>	Maintain IDIS Online Appendix D Data Extract File Layouts	IDIS Online Appendix D Data Extract File Layouts	Update at System Release
<b>C.5.5.22</b>	Maintain a IDIS Report Users Guide for IDIS.	IDIS Report Users Guide	Update at System Release

### F.3 LEVEL OF URGENCY– HELP DESK PRIORITY

The Contractor shall perform services stated in Section C and submit the deliverables as stated in Section F.2. Occasionally, the Contractor may be required to submit task deliverables based on the urgency of the Government's need. In this case, Contractors must adhere to the Priority List below when performing services under the task order:

Level	Description	Timeline
1	Urgent	Up to 2 Hours

2	Priority - 1	Up to 24 Hours
3	Priority - 2	1-2 Weeks
4	In Progress	Weekly Updates/Status
5	Normal	1-2 Months with Weekly Updates/Status

#### F.4 PLACE OF PERFORMANCE

The Contractor's assigned personnel shall perform work at the Contractor's site. See Section H.3 for access to Government facilities.



## SECTION G

### CONTRACT ADMINISTRATION DATA

**NOTE: Section G of the Contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:**

#### G.1 CONTRACTING OFFICER'S REPRESENTATIVE

The CO will appoint a COR in writing through a COR Appointment Letter (Attachment 2) that will be provided to the Contractor upon award. The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel. The COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the basic Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

#### G.2 CONTRACT ADMINISTRATION

Ordering Contracting Officer:  
Marion Williams  
GSA NCR FAS Contracting Division  
301 7th Street, SW, Rm. 6100  
Washington, DC 20407  
Telephone: (202) 205-9097  
Email: [marion.williams@gsa.gov](mailto:marion.williams@gsa.gov)

Contracting Officer's Representative:  
Robert Larick  
GSA NCR FAS Contracting Division  
301 7th Street, SW, Rm. 6100  
Washington, DC 20407  
Telephone: (202) 205-4607  
Email: [Robert.larick@gsa.gov](mailto:Robert.larick@gsa.gov)

HUD Technical Point of Contact (TPOC):  
To be provided after award

#### G.3 CONTRACT ACCESS FEE (CAF)

As stated in Section B.2.1, GSA's operating costs are reimbursed through a Contract Access Fee (CAF) charged on orders placed against the Master Contract. The CAF is paid by the ordering agency, but remitted to GSA by the Contractor. GSA maintains the unilateral right to establish and change the CAF rate. GSA will provide reasonable notice prior to the Effective Date of any change to the CAF payment process.

The CAF rate, which is .75% at time of Basic Contract Award, is applied to the total amount paid on each invoice. Based on the established CAF rate, the Contractor shall include the CAF in each proposal.

Effective May 1, 2016 for all new Orders, the Contractor shall include the CAF as a separate cost element on all proposals to the government, regardless of contract type. The CAF shall never to be treated as a negotiable element between the contractor and the ordering agency.

If a customer organization has negotiated a CAF rate based on a special written agreement and/or Memorandum of Agreement by the GWAC Program that is other than the established CAF rate, GSA will provide advance notification.

## **G.4 INVOICING**

### **G.4.1 INVOICE SUBMISSION**

The Contractor shall provide invoice backup data, including labor categories, rates and quantities of labor hours. The Contractor shall submit invoices as follows:

- The Contractor shall utilize NCR's two electronic system to submit invoices.
- Invoices shall be sent to both: <https://portal.fas.gsa.gov> and [www.finance.gsa.gov](http://www.finance.gsa.gov).

In addition, the data elements indicated below shall be included on each invoice.

- Task Order Number: (from SF 1449, Block 4)
- Paying Number: (ACT/DAC NO.) (From SF 1449, Block 1)
- NCR Project No.: ID11170001
- Project Title: System Operations and Maintenance of CPD Systems

The Contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The Contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The Contractor shall submit invoices as follows:

The Contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link): <https://portal.fas.gsa.gov>. Select Vendor Support, log in using your assigned ID and password, then click on Create Invoice. By utilizing this method, no paper copy of the invoice shall be submitted to GSA NCR or the GSA Finance Center. However, the GSA COR may require the Contractor to submit a written "soft copy" invoice with the client's certification prior to invoice payment.

### **G.4.2 INVOICE REQUIREMENTS**

#### **G.4.2.1 LABOR HOUR (LH) CLINs**

The Contractor may invoice monthly on the basis of cost incurred for the LH CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The Contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- a. Employee name (current and past employees)
- b. Employee company labor category
- c. Employee labor category
- d. Monthly and total cumulative hours worked
- e. Corresponding TO ceiling rate

- f. Cost incurred not billed
- g. Current approved forward pricing rate agreement in support of indirect costs billed

#### **G.4.2.2 FIRM-FIXED-PRICE (FFP) CLINs**

The Contractor may invoice the total firm fixed price on a monthly basis for work performed. The monthly amount invoiced shall be proportionate to 1/12 of the total firm fixed price per CLIN for work performed.

The Contractor may invoice as stated in Section B for the FFP CLINs. The invoice shall include the period of performance or deliverable covered by the invoice and the CLIN number and title. All costs shall be reported by CLIN element (as shown in Section B) and shall be provided for the current invoice and in total from project inception to date. The Contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- a. FFP (insert period of performance or deliverable/progress payment period – as stated in Section B)
- b. Cost incurred not billed

#### **G.4.2.3 TRAVEL**

Travel for contractor staff is not anticipated. However, if the need for travel does arise, the Contractor shall adhere to the following travel regulations. Travel will be authorized by the Contracting Officer (CO) as requested by the HUD TPOC as appropriate. No local travel will be reimbursed. All requests for travel must be approved by the HUD TPOC and GSA COR as appropriate prior to incurring cost. Prior to any long distance travel, the Contractor shall prepare a Travel Authorization Request for Government review and approval. Long distance travel will be reimbursed in accordance with the Federal Travel Regulations.

### **G.5 TASK ORDER CPARS**

TO performance will be evaluated and captured through the CPARS module (located at <https://www.cpars.gov/>). At a minimum, the TO performance will be evaluated by GSA upon TO completion at a minimum annually. Evaluations of contractor performance will be provided to the Contractor as soon as practicable after completion of the evaluation. Contractors will be given a minimum of 30 days to submit comments, rebutting statements, or additional information. Copies of the evaluations, contractor responses, and review comments, if any, will be retained as part of the TO file, and may be used by Federal agencies to support future award decisions.

### **G.6 TASK ORDER CLOSE-OUT RESPONSIBILITIES**

In addition to the task order close out responsibilities defined in the Alliant basic contract, the Contractor shall support transition out operations to any follow-on effort as directed by the GSA CO. Also, the Contractor shall erase irrecoverably all Government data, applications, and Government licensed software from all electronic storage devices that belong to the Contractor prior to being removed from Government premises.

## SECTION H SPECIAL INSTRUCTIONS

**NOTE: Section H of the Contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:**

### H.1 KEY PERSONNEL

The following are the minimum personnel who shall be designated as "Key." The Government does not intend to dictate the composition of the ideal team to perform this TO. Therefore, the Government will evaluate up to five additional Key Personnel as proposed by the contractor. The Key Personnel must possess all MANDATORY qualifications (those designated as "required") at time of proposal submission.

- (a) Program Manager (PM)
- (b) Project Manager (IDIS OnLine)
- (c) Project Manager (DRGR)
- (d) Project Manager (GMP)
- (e) Project Manager (e-snaps)
- (f) Data Architect

The Contractor shall propose Key Personnel to be assigned for the duration of the TO.

#### H.1.1 Program Manager

**Role:** The Program Manager is primary point of contact for all systems, CLINs, and projects. He or she is responsible for the overall quality and performance of all contractor and subcontractor work performed under this task order. He/she is responsible for overall customer relationship management and problem resolution.

**Desired skills:**

- 10+ years of experience managing large IT contracts (\$10 million or more per year)
- 10+ years experience managing multiple IT operations, maintenance, and/or development teams following rigorous project management practices
- Knowledge of PPM process or similar IT development framework

#### H.1.2 Program Manager (IDIS OnLine)

**Role:** The IDIS OnLine Project Manager is the primary point of contact for the IDIS OnLine system. He or she is responsible for the overall quality and performance of all work performed on IDIS OnLine under this task order.

**Desired skills:**

- PMP certification
- 5+ years experience managing IT DME projects valued at \$1 million or more per year, including developing project plans in Microsoft Project and following those project plans through to successful completion with minimal cost or schedule variance.
- 5+ years experience in business process analysis/workflow improvement
- 5+ years experience working with systems with business intelligence reporting tool capabilities
- 1+ year experience working with financial systems

- knowledge of grants management processes and/or community development programs at HUD or other government agencies.

### H.1.3 Program Manager (DRGR)

**Role:** The DRGR Project Manager is the primary point of contact for the DRGR system. He or she is responsible for the overall quality and performance of all work performed on DRGR under this task order.

**Desired skills:**

- PMP certification
- 5+ years experience managing IT DME projects valued at \$1 million or more per year, including developing project plans in Microsoft Project and following those project plans through to successful completion with minimal cost or schedule variance.
- 5+ years experience in business process analysis/workflow improvement
- 5+ years experience working with systems with business intelligence reporting tool capabilities
- 1+ year experience working with financial systems
- knowledge of grants management processes, disaster rebuilding programs, or neighborhood revitalization programs at HUD or other government agencies.

### H.1.4 Program Manager (GMP)

**Role:** The GMP Project Manager is the primary point of contact for the GMP system. He or she is responsible for the overall quality and performance of all work performed on all GMP modules under this task order.

**Desired skills:**

- PMP certification
- 5+ years experience managing IT DME valued at \$1 million or more per year, including developing project plans in Microsoft Project and following those project plans through to successful completion with minimal cost or schedule variance.
- 5+ years experience in business process analysis/workflow improvement
- 5+ years experience working with systems with business intelligence reporting tool capabilities
- knowledge of compliance monitoring and/or grants management processes at HUD or other government agencies.

### H.1.5 Program Manager (e-SNAPS)

**Role:** The e-snaps Project Manager is the primary point of contact for the e-snaps system. He or she is responsible for the overall quality and performance of all work performed on e-snaps under this task order.

**Desired skills:**

- PMP certification
- 5+ years experience managing IT DME valued at \$1 million or more per year, including developing project plans in Microsoft Project and following those project plans through to successful completion with minimal cost or schedule variance.
- 5+ years experience in business process analysis/workflow improvement
- 5+ years experience working with systems with business intelligence reporting tool capabilities
- 5+ years experience working with configuration of Grantium G3 software
- knowledge of, or experience with, large competitive grant intake and management processes at HUD or other government agencies.

### H.1.6 Data Architect

**Role:** The Data Architect plays a key role across all CPD eGrants systems in defining, designing, architecting, and building dimensional databases. He or she develops comprehensive enterprise application solution sets that translate business needs into long-term architecture solutions, data warehouses, and systems integration. This resource also reviews and develops object and data models and metadata repositories.

**Desired skills:**

- 10+ years of experience managing, architecting, and integrating Oracle databases
- 5+ years working with Business Intelligence reporting tools (i.e. MicroStrategy)
- Knowledge of, or experience with grants management processes at HUD or other government agencies.

## H.2 PERSONNEL SUBSTITUTION

The above identified personnel are those personnel considered essential to successful contractor performance, inclusive of the Program/Project Manager and other personnel providing supervision or critical technical oversight. The contractor shall not remove or replace any personnel identified above from this task order, without the written concurrence of the CO. This notification shall be no later than ten (10) calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s) in sufficient detail to permit evaluation of the impact on task order performance. Replacement personnel will be approved via modification to the task order.

Prior to utilizing other than personnel specified in the proposal in response to a solicitation, the contractor shall notify the Government CO and the COR. Substitute personnel qualifications shall be equal to, or greater than, those of the person(s) being substituted for. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the task order, the task order may be subject to default action as prescribed by the applicable termination for default/cause clause.

## H.3 SUPERVISION OF CONTRACTOR PERSONNEL

The contractor-supplied personnel are employees of the Contractor and under the administrative control and supervision of the Contractor. The Contractor, through its personnel, shall perform the tasks prescribed in the task order. The Contractor shall select, supervise, and exercise control and direction over its employees under this task order. The Contractor shall not supervise, direct, or control activities of Government personnel or the employees of any other Contractor. The Government shall not exercise any supervision or control over the Contractor in the performance of contractual services under the task order. The Contractor is accountable to the Government for the action of its personnel.

## H.4 SECURITY AND OTHER COMPLIANCE CONCERNS

Any contractor personnel who are involved with the management, use, or operation of a HUD sensitive computer system/application are required to undergo a background investigation. A background investigation is required for this task order (see HUDAR 2452.237-75 and HUDAR 2452.239-70 in Section I). Contractor personnel will be required to complete Standard Form 85P, Questionnaire for Sensitive Positions, Optional Form 305, Declaration for Federal Employment, and FD-258, Finger Print Card, or any such form as may be required to complete the background investigation. Completed forms must be submitted to the TPOC as appropriate No Later Than (NLT) five (5) workdays after the effective date of the task order or the individual's assignment to this task order.



Any contractor personnel who are involved with the management, use, or operation of a HUD sensitive computer system/application are required to complete IT security awareness training annually as mandated by the Federal Information Security Management Act (FISMA).

The Contractor shall comply with the Computer Security Act of 1987, the Industrial Security Manual for Safeguarding Classified Information (DOD 5220.22-M), and the requirements of FAR Clause 52.204-9 – Personal Identity Verification of Contractor Personnel (JAN 2011).

The Contractor shall provide security briefings to, and ensure compliance by its employees with the Government or contractor security regulations. The Contractor must provide for the safekeeping, wearing, and visibility of a contractor provided picture name badge, and any special agency badges. The Contractor shall ensure the return of all badges, and any other Government property, upon task completion, or when personnel depart a task permanently or for an extended period of time.

#### **H.4.1 PROTECTION OF INFORMATION**

All Government information, data and/or equipment used by the Offeror in performance of this TO shall only be disclosed to authorized personnel on a need-to-know basis. The Offeror shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. Contractor personnel will be required to complete security training, annually. When no longer required, this information, data, and/or equipment shall be returned to Government control, destroyed, or held until otherwise directed. Destruction of items shall be accomplished by tearing into small parts, burning, shredding, or any other method that precludes the reconstruction of the material. All sensitive information contained on Offeror computers shall be degaussed.

#### **H.5 GOVERNMENT FURNISHED PROPERTY (GFP)**

HUD shall not furnish office space or equipment for contractor staff.

#### **H.6 GOVERNMENT FURNISHED INFORMATION**

- The Government will furnish, at no cost to the Contractor, when required and authorized by the task order:
- Where possible and appropriate, external access to Government facilities and resources will be provided.
- Government forms, publications, documents, and other information required for task order performance.
- Remote access such as Virtual Private Network (VPN) access to HUD's development, test, and production environments to off-site Contractor staff, as required to perform work identified in this TOR.

#### **H.7 RIGHT TO AUDIT**

The Contractor agrees to retain all records and accounts related to HUD as a result of this TO for a period of at least three (3) years from the completion date of any work. Such records and accounts shall itemize the names of employees, hours worked, services performed, materials used, and any other costs or expenses.

At any reasonable time, the Contractor shall permit HUD to review and audit all records and accounts related to costs and expenses invoiced to HUD which pertain to the nonfixed price transactions under this TO. HUD's signature on documents evidencing work performed or materials purchased shall not preclude HUD from

receiving an adjustment to amounts paid to the Contractor based on an audit or other review by or on behalf of HUD.

Such records shall include, but not be limited to, accounting records, written policies and procedures; subcontract files (including proposals of successful and unsuccessful bidders, bid recaps, etc.); all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices; ledgers; cancelled checks; deposit slips; bank statements; journals; original estimates; estimating work sheets; contract amendments and change order files; back charge logs and supporting documentation; insurance documents; payroll documents; timesheets; memoranda; and correspondence.

HUDS' Office of Inspector General (OIG), Office of Enterprise Risk (OER), GSA's Office of Inspector General, GSA's National Capital Region Federal Acquisition Service Contracting Division as well as the GAO have the right to audit and review information relating to HUD's business processes, systems and applications at any time.

## **H.8 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS**

### **H.8.1 ORGANIZATIONAL CONFLICT OF INTEREST**

If the contractor has or is currently providing support or anticipates providing support to HUD that creates or represents an actual or potential organizational conflict of interest (OCI), the Contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The Contractor is also required to provide an Organizational Conflict of Interest Statement in which the Contractor (and any subcontractors, consultants, or teaming partners) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

### **H.8.2 NON-DISCLOSURE REQUIREMENTS**

If the Contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the Contractor shall ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the task order (TO) to:

- a. Execute and submit a Corporate Non-Disclosure Agreement (NDA) Form, Attachment 5) prior to the commencement of any work on the TO, and
- b. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.

All proposed replacement contractor personnel also must submit a NDA and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The Contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

## **H.9 GOALS FOR SUBCONTRACTING**

The Government is committed to ensuring that small, HUBzone, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns are provided maximum practicable opportunity to participate as subcontractors in the performance of the task order.

Accordingly, the goals for Contractors planned subcontracting dollars on Orders amortized over the reporting periods of each Individual Subcontractors Report (ISR) under the basic Alliant contract are stated as follows:

SUBCONTRACTING GOALS	
SMALL BUSINESS	40 percent
HUBzone Small Business	3 percent
Small Disadvantaged Business	6 percent
Women-Owned Small Business	5 percent
Veteran-Owned Small Business	3 percent
Service-Disabled Veteran-Owned Small Business	3 percent

The individual goals of HUBzone Small Business, Small Disadvantaged Business, WomenOwned Small Business, Veteran-Owned Small Business, and Service-Disabled Veteran-Owned Small Business are a subset of the 40% small business goal. Subcontracting credit will only be given to first tier subcontracts.

These goals do not apply to work OCONUS and are not counted with the Contractor's domestic small business goals.

The Contractor shall include the "Utilization of Small Business Concerns" clause in all subcontracts that offer further subcontracting opportunities. The Contractor shall also require subcontractors (other than small business concerns) that receive subcontracts in excess of \$550,000 (\$1 million for construction of a public facility) to adopt a subcontracting plan that complies with the requirements of the clause at FAR 52.219-9 Small Business Subcontracting Plan.

## H.10 QUALITY ASSURANCE SURVEILLANCE PLAN

The Government shall evaluate the Contractor's performance under this TO in accordance with the Quality Assurance Surveillance Plan (QASP) – Attachment 1. The QASP establishes the performance standards, acceptable quality level, method and frequency of surveillance, and impact on Contractor's payments for each of the major service areas of the TO. The QASP is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards.

## H.11 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 United States Code (U.S.C.) 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The Contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the Contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The Contractor must ensure that the list is easily accessible by typical users beginning at time of award.

## SECTION I CONTRACT CLAUSES

**NOTE: Section I of the Contractor's Alliant Contract is applicable to this TO and shall be in the same force and affect as clauses incorporated by reference and full text under this section. In addition, the following applies:**

### I.1 CONTRACT CLAUSES

All contract clauses incorporated under the Contractor's Alliant 2 Government-Wide Area Contract (GWAC) shall govern this Task Order. Additional clauses may be incorporated into the task order with the same force and effect as the clauses executed during award of the Alliant 2 contract.

#### I.1.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://www.acquisition.gov>

Clause Number	Clause Title	Date
FAR 52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
FAR 52.204-10	Reporting Executive Compensation and First Tier Subcontract Awards	OCT 2016
FAR 52.219-8	Utilization of Small Business Concerns	NOV 2016
FAR 52.222-60	Paycheck Transparency	OCT 2016
FAR 52.227-14	Rights In Data – General Alternate II or III	MAY 2014
FAR 52.227-17	Rights in Data – Special Works	DEC 2007
FAR 52.239-1	Privacy or Security Safeguards	AUG 1996
FAR 52.244-6	Subcontracts for Commercial Items	JAN 2017
FAR 52.245-1	Government Property	JAN 2017
FAR 52.246-4	Inspection of Services – Fixed Price	AUG 1996
FAR 52.246-6	Inspection of Services – Time and Material and Labor Hour	MAY 2001

#### I.1.2 CONTRACT CLAUSES INCORPORATED IN FULL TEXT

##### I.1.2.1 FAR 52.217-8 OPTION TO EXTEND SERVICES (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

### **I.1.2.2 FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)**

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months.

### **I.1.2.3 FAR 52.237-3 CONTINUITY OF SERVICES (JAN 1991)**

(a) The Contractor recognizes that the services under this contract are vital to the Government and must be continued without interruption and that, upon contract expiration, a successor, either the Government or another contractor, may continue them. The Contractor agrees to—

(1) Furnish phase-in training; and

(2) Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

(b) The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

(c) The Contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The Contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

(d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (*i.e.*, costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

### **I.1.2.4 HUDAR - 2452.232-74 NOT TO EXCEED LIMITATION (MAR 2016)**

(a) The total estimated funds needed for the performance of this contract are not yet obligated. The total obligation of funds available at this time for performance of work or deliveries is [\*]. The Government shall not order, nor shall the contractor be authorized or required to accept orders for, or perform work on such orders (or perform any other work on this contract) or make deliveries that exceed the stated funding limit.

(b) When funding is available, the Government may unilaterally increase the amount obligated through contract funding modification(s) until the full contract value has been obligated. If a contract funding modification is not in

place by the time the performance of the work or deliveries have reached the stated funding limit, the contractor must stop performing services and deliveries and may not start again until the contractor is notified through a contract funding modification that funds are available to continue services and deliveries.

*\*Will be provided at time of award.*

**\*I.1.2.5 HUDAR - 2452.232-72 LIMITATION OF GOVERNMENT'S OBLIGATION (DEC 2012)**

(a) Funds are not available for full funding of all contract line items under this contract. The incrementally funded line items and their anticipated funding schedule are as follows:

Contract Line Item Number	Total Price	Amount of current funding	Anticipated date(s) of future funding

The Contracting Officer will revise this table as funds are allotted to the contract.

(b) For the incrementally funded line item(s) in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract for these contract line items. The Contractor is not authorized to continue work on the incrementally funded line item(s) beyond that point. The Government will in no event be obligated to reimburse the Contractor in excess of the amount allotted to the contract for the incrementally funded line item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount payable by the Government in the event of termination for convenience of applicable line item(s) includes costs, profit, and estimated termination settlement costs for those line item(s).

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (a) of this clause, the Contractor will notify the Contracting Officer in writing at least 90 days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the contract for performance of the applicable line item(s). This notification will state: the estimated date when that point will be reached; and an estimate of the amount of additional funding, if any, needed to continue performance of the applicable line items up to the next scheduled date for allotment of funds identified in paragraph (a) of this clause (or to another mutually agreed-upon date). The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the line item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph (a) of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed-upon date, the Contracting Officer will terminate any line item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."



(d) When additional funds are allotted for continued performance of the incrementally funded line item(s), the parties will agree to the period of contract performance covered by the funds. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and agreed-upon date(s), and the contract will be modified accordingly.

(e) If the Contractor incurs additional costs or is delayed in the performance of the work under this contract solely by reason of the failure of the Government to allot additional funds in amounts sufficient for timely performance of the incrementally funded line item(s), and then additional funds are allotted, an equitable adjustment will be made in the line item price(s) or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder shall be considered a dispute subject to the "Disputes" clause in this contract.

(f) The Government may allot additional funds for the performance of the incrementally-funded line item(s) at any time prior to termination.

(g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of funds for the incrementally funded line item(s) and will no longer apply once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) and (e) of this clause.

(h) Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for Convenience of the Government." (i) Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.

*\*Table information will be provided at time of award.*

#### **I.1.2.6 HUDAR - 2452.237-75 ACCESS TO HUD FACILITIES (DEC 2012)**

(a) Definitions. As used in this clause –

"Access" means physical entry into and, to the extent authorized, mobility within a Government facility.

"Contractor employee" means an employee of the prime contractor or of any subcontractor, affiliate, partner, joint venture, or team members with which the contractor is associated. It also includes consultants engaged by any of those entities.

"Facility" and "Government facility" mean buildings, including areas within buildings that are owned, leased, shared, occupied, or otherwise controlled by the Federal Government.

"NACI" means National Agency Check with Inquiries, the minimum background investigation prescribed by the U.S. Office of Personnel Management.

"PIV Card" means the Personal Identity Verification (PIV) Card, the Federal Government-issued identification credential (identification badge).

(b) General. The performance of this contract requires contractor employees to have access to HUD facilities. All such employees who do not already possess a current PIV Card acceptable to HUD shall be required to provide personal background information, undergo a background investigation (NACI or other OPM-required or approved investigation), including an FBI National Criminal History Fingerprint Check, and obtain a PIV Card prior to being permitted access to any such facility in performance of this contract. HUD may accept a PIV Card issued by another Federal Government agency but shall not be required to do so. No contractor employee will be permitted access to a HUD facility without a proper PIV Card.

(c) Background information.

(1) For each contractor employee subject to the requirements of this clause and not in possession of a current PIV Card acceptable to HUD, the contractor shall submit the following properly completed forms: Standard Form (SF) 85, "Questionnaire for Non-sensitive Positions," FD 258 (Fingerprint Chart), and a partial Optional Form (OF) 306 (Items 1, 2, 6, 8-13, 16, and 17). The SF-85 and OF-306 are available from the OPM website, <http://www.opm.gov>. The GTR will provide all other forms that are not obtainable via the Internet.

(2) The contractor shall deliver the forms and information required in paragraph (c)(1) of this clause to the GTR.

(3) The information provided in accordance with paragraph (c)(1) of this clause will be used to perform a background investigation to determine the suitability of the contractor employees to have access to Government facilities. After completion of the investigation, the GTR will notify the contractor in writing when any contractor employee is determined to be unsuitable for access to a Government facility. The contractor shall immediately remove such employee(s) from work on this contract that requires physical presence in a Government facility.

(4) Affected contractor employees who have had a federal background investigation without a subsequent break in federal employment or federal contract service exceeding 2 years may be exempt from the investigation requirements of this clause subject to verification of the previous investigation. For each such employee, the contractor shall submit the following information in lieu of the forms and information listed in paragraph (c)(1) of this clause: employee's full name, Social Security Number, and place and date of birth.

(d) PIV Cards.

(1) HUD will issue a PIV Card to each contractor employee who is to be given access to HUD facilities and who does not already possess a PIV Card acceptable to HUD (see paragraph (b) of this clause). HUD will not issue the PIV Card until the contractor employee has successfully cleared the FBI National Criminal History Fingerprint Check and HUD has initiated the background investigation for the contractor employee. Initiation is defined to mean that all background information required in paragraph (c)(1) of this clause has been delivered to HUD. The employee may not be given access prior to those two events. HUD may issue a PIV Card and grant access pending the completion of the background investigation. HUD will revoke the PIV Card and the employee's access if the background investigation process (including adjudication of investigation results) for the employee has not been completed within 6 months after the issuance of the PIV Card.

(2) PIV Cards shall identify individuals as contractor employees. Contractor employees shall display their PIV Cards on their persons at all times while working in a HUD facility, and shall present cards for inspection upon request by HUD officials or HUD security personnel.

(3) The contractor shall be responsible for all PIV Cards issued to the contractor's employees and shall immediately notify the GTR if any PIV Card(s) cannot be accounted for. The contractor shall promptly return PIV Cards to HUD as required by the FAR clause at 52.204-9. The contractor shall notify the GTR immediately whenever any contractor employee no longer has a need for his/her HUD-issued PIV Card (e.g., employee terminates employment with the contractor, employee's duties no longer require access to HUD facilities). The GTR will instruct the contractor as to how to return the PIV Card. Upon expiration of this contract, the GTR will instruct the contractor as to how to return all HUD-issued PIV Cards not previously returned. Unless otherwise directed by the Contracting Officer, the contractor shall not return PIV Cards to any person other than the GTR.

(e) Control of access. HUD shall have, and exercise, complete control over granting, denying, withholding, and terminating access of contractor employees to HUD facilities. The GTR will notify the contractor immediately when HUD has determined that an employee is unsuitable or unfit to be permitted access to a HUD facility. The contractor shall immediately notify such employee that he/she no longer has access to any HUD facility, remove the employee from any such facility that he/she may be in, and provide a suitable replacement in accordance with the requirements of this clause.

(f) Access to HUD information systems. If this contract requires contractor employees to have access to HUD information system(s), application(s), or information contained in such systems, the contractor shall comply with all requirements of HUDAR clause 2452.239-70, Access to HUD Systems, including providing for each affected employee any additional background investigation forms prescribed in that clause.

(g) Subcontracts. The contractor shall incorporate this clause in all subcontracts where the requirements specified in paragraph (b) of this section are applicable to performance of the subcontract.

### **I.1.2.7 HUDAR - 2452.239-70 ACCESS TO HUD SYSTEMS (MAR 2016)**

(a) *Definitions:* As used in this clause— “Access” means the ability to obtain, view, read, modify, delete, and/or otherwise make use of information resources.

“*Application*” means the use of information resources (information and information technology) to satisfy a specific set of user requirements (see OMB Circular A–130).

“*Contractor employee*” means an employee of the prime contractor or of any subcontractor, affiliate, partner, joint venture, or team members with which the contractor is associated. It also includes consultants engaged by any of those entities.

“*Mission-critical system*” means an information technology or telecommunications system used or operated by HUD or by a HUD contractor, or organization on behalf of HUD, that processes any information, the loss, misuse, disclosure, or unauthorized access to, or modification of which would have a debilitating impact on the mission of the agency.

“*NACI*” means a National Agency Check with Inquiries, the minimum background investigation prescribed by OPM.

“*PIV Card*” means the Personal Identity Verification (PIV) Card, the Federal Government-issued identification credential (i.e., identification badge).

“*Sensitive information*” means any information of which the loss, misuse, or unauthorized access to, or modification of, could adversely affect the national interest, the conduct of federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense or foreign policy.

“*System*” means an interconnected set of information resources under the same direct management control, which shares common functionality. A system normally includes hardware, software, information, data, applications, communications, and people (see OMB Circular A–130). System includes any system owned by HUD or owned and operated on HUD’s behalf by another party.

(b) *General.* (1) The performance of this contract requires contractor employees to have access to a HUD system or systems. All such employees who do not already possess a current PIV Card acceptable to HUD shall be required to provide personal background information, undergo a background investigation (NACI or other OPM-required or approved investigation), including an FBI National Criminal History Fingerprint

Check, and obtain a PIV Card prior to being permitted access to any such system in performance of this contract. HUD may accept a PIV Card issued by another Federal Government agency but shall not be required to do so. No contractor employee will be permitted access to any HUD system without a PIV Card.

(2) All contractor employees who require access to mission-critical systems or sensitive information contained within a HUD system or application(s) are required to have a more extensive background investigation. The investigation shall be commensurate with the risk and security controls involved in managing, using, or operating the system or applications(s).

(c) *Citizenship-related requirements.* Each affected contractor employee as described in paragraph (b) of this clause shall be:

(1) A United States (U.S.) citizen; or,

(2) A national of the United States (see 8 U.S.C. 1408); or,

(3) An alien lawfully admitted into, and lawfully permitted to be employed in the United States, provided that for any such individual, the Government is able to obtain sufficient background information to complete the investigation as required by this clause. Failure on the part of the contractor to provide sufficient information to perform a required investigation or the inability of the Government to verify information provided for affected contractor employees will result in denial of their access.

(d) *Background investigation process.* (1) The Government Technical Representative (GTR) shall notify the contractor of those contractor employee positions requiring background investigations.

(i) For each contractor employee requiring access to HUD information systems, the contractor shall submit the following properly completed forms: Standard Form (SF) 85, "Questionnaire for Non-Sensitive Positions," FD 258 (Fingerprint Chart), and a partial Optional Form (OF) 306 (Items 1, 2, 6, 8–13, 16, and 17).

(ii) For each contractor employee requiring access to mission-critical systems and/or sensitive information contained within a HUD system and/or application(s), the contractor shall submit the following properly completed forms: SF–85P, "Questionnaire for Public Trust Positions;" FD 258; and a Fair Credit Reporting Act form (authorization for the credit-check portion of the investigation). Contractor employees shall not complete the Medical Release behind the SF–85P.

(iii) The SF–85, 85P, and OF–306 are available from OPM's Web site, [http:// www.opm.gov](http://www.opm.gov). The GTR will provide all other forms that are not obtainable via the Internet.

(2) The contractor shall deliver the forms and information required in paragraph (d)(1) of this clause to the GTR.

(3) Affected contractor employees who have had a federal background investigation without a subsequent break in federal employment or federal contract service exceeding 2 years may be exempt from the investigation requirements of this clause subject to verification of the previous investigation. For each such employee, the contractor shall submit the following information in lieu of the forms and information listed in paragraph (d)(1) of this clause: employee's full name, Social Security number, and place and date of birth.

(4) The investigation process shall consist of a range of personal background inquiries and contacts (written and personal) and verification of the information provided on the investigative forms described in paragraph (d)(1) of this clause.

(5) Upon completion of the investigation process, the GTR will notify the contractor if any contractor employee is determined to be unsuitable to have access to the system(s), application(s), or information. Such an employee may not be given access to those resources. If any such employee has already been given access pending the results of the background investigation, the contractor shall ensure that the employee's access is revoked immediately upon receipt of the GTR's notification.

(6) Failure of the GTR to notify the contractor (see subparagraph (d)(1)) of any employee who should be subject to the requirements of this clause and is known, or should reasonably be known, by the contractor to be subject to the requirements of this clause, shall not excuse the contractor from making such employee(s) known to the GTR. Any such employee who is identified and is working under the contract, without having had the appropriate background investigation or furnished the required forms for the investigation, shall cease to perform such work immediately and shall not be given access to the system(s)/application(s) described in paragraph (b) of this clause until the contractor has provided the investigative forms required in paragraph (d)(1) of this clause for the employee to the GTR.

(7) The contractor shall notify the GTR in writing whenever a contractor employee for whom a background investigation package was required and submitted to HUD, or for whom a background investigation was completed, terminates employment with the contractor or otherwise is no longer performing work under this contract that requires access to the system(s), application(s), or information. The contractor shall provide a copy of the written notice to the Contracting Officer.

(e) *PIV Cards.* (1) HUD will issue a PIV Card to each contractor employee who is to be given access to HUD systems and does not already possess a PIV Card acceptable to HUD (see paragraph (b) of this clause). HUD will not issue the PIV Card until the contractor employee has successfully cleared an FBI National Criminal History Fingerprint Check, and HUD has initiated the background investigation for the contractor employee. Initiation is defined to mean that all background information required in paragraph (d)(1) of this clause has been delivered to HUD. The employee may not be given access prior to those two events. HUD may issue a PIV Card and grant access pending the completion of the background investigation. HUD will revoke the PIV Card and the employee's access if the background investigation process (including adjudication of investigation results) for the employee has not been completed within 6 months after the issuance of the PIV Card.

(2) PIV Cards shall identify individuals as contractor employees. Contractor employees shall display their PIV Cards on their persons at all times while working in a HUD facility, and shall present cards for inspection upon request by HUD officials or HUD security personnel.

(3) The contractor shall be responsible for all PIV Cards issued to the contractor's employees and shall immediately notify the GTR if any PIV Card(s) cannot be accounted for. The contractor shall promptly return PIV Cards to HUD as required by the FAR clause at 52.204-9. The contractor shall notify the GTR immediately whenever any contractor employee no longer has a need for his/her HUD-issued PIV Card (e.g., the employee terminates employment with the contractor, the employee's duties no longer require access to HUD systems). The GTR will instruct the contractor as to how to return the PIV Card. Upon expiration of this contract, the GTR will instruct the contractor as to how to return all HUD-issued PIV Cards not previously returned. Unless otherwise directed by the Contracting Officer, the contractor shall not return PIV Cards to any person other than the GTR.

(f) *Control of access.* HUD shall have and exercise full and complete control over granting, denying, withholding, and terminating access of contractor employees to HUD systems. The GTR will notify the contractor immediately when HUD has determined that an employee is unsuitable or unfit to be permitted access to a HUD system. The contractor shall immediately notify such employee that he/she no longer has access to any HUD system, physically retrieve the employee's PIV Card from the employee, and provide a suitable replacement employee in accordance with the requirements of this clause.



(g) *Incident response notification.* An incident is defined as an event, either accidental or deliberate, that results in unauthorized access, loss, disclosure, modification, or destruction of information technology systems, applications, or data. The contractor shall immediately notify the GTR and the Contracting Officer of any known or suspected incident, or any unauthorized disclosure of the information contained in the system(s) to which the contractor has access.

(h) *Nondisclosure of information.* (1) Neither the contractor nor any of its employees shall divulge or release data or information developed or obtained during performance of this contract, except to authorized government personnel with an established need to know, or upon written approval of the Contracting Officer. Information contained in all source documents and other media provided by HUD is the sole property of HUD.

(2) The contractor shall require that all employees who may have access to the system(s)/applications(s) identified in paragraph (b) of this clause sign a pledge of nondisclosure of information. The employees shall sign these pledges before they are permitted to perform work under this contract. The contractor shall maintain the signed pledges for a period of 3 years after final payment under this contract. The contractor shall provide a copy of these pledges to the GTR.

(i) *Security procedures.* (1) The Contractor shall comply with applicable federal and HUD statutes, regulations, policies, and procedures governing the security of the system(s) to which the contractor's employees have access including, but not limited to:

(i) The Federal Information Security Management Act (FISMA) of 2002;

(ii) OMB Circular A-130, Management of Federal Information Resources, Appendix III, Security of Federal Automated Information Resources;

(iii) HUD Handbook 2400.25, Information Technology Security Policy;

(iv) HUD Handbook 732.3, Personnel Security/Suitability;

(v) Federal Information Processing Standards 201 (FIPS 201), Sections 2.1 and 2.2;

(vi) Homeland Security Presidential Directive 12 (HSPD-12); and

(vii) OMB Memorandum M-05-24, Implementing Guidance for HSPD-12. The HUD Handbooks are available online at: <http://www.hud.gov/offices/adm/hudclips/> or from the HUD TPOC.

(2) The contractor shall develop and maintain a compliance matrix that lists each requirement set forth in paragraphs, (b) through (h), (i)(1), and (m) of this clause with specific actions taken, and/or procedures implemented, to satisfy each requirement. The contractor shall identify an accountable person for each requirement, the date upon which actions/procedures were initiated/ completed, and certify that information contained in this compliance matrix is correct. The contractor shall ensure that information in this compliance matrix is complete, accurate, and up-to-date at all times for the duration of this contract. Upon request, the contractor shall provide copies of the current matrix to the Contracting Officer and/or government technical representative.

(3) The Contractor shall ensure that its employees, in performance of the contract, receive annual training (or once if the contract is for less than one year) in HUD information technology security policies, procedures, computer ethics, and best practices in accordance with HUD Handbook 2400.25.

(j) *Access to contractor's systems.* The Contractor shall afford authorized personnel, including the Office of Inspector General, access to the Contractor's facilities, installations, operations, documentation (including the compliance matrix required under paragraph (i)(2) of this clause), databases, and personnel used in performance of the contract. Access shall be provided to the extent required to carry out, but not limited to, any information security program activities, investigation, and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of HUD data and systems, or to the function of information systems operated on behalf of HUD, and to preserve evidence of computer crime.

(k) *Contractor compliance with this clause.* Failure on the part of the contractor to comply with the terms of this clause may result in termination of this contract for default.

(l) *Physical access to Federal Government facilities.* The contractor and any subcontractor(s) shall also comply with the requirements of HUDAR clause 2452.237–75 when the contractor's or subcontractor's employees will perform any work under this contract on site in a HUD or other Federal Government facility.

(m) *Subcontracts.* The contractor shall incorporate this clause in all subcontracts where the requirements specified in paragraph (b) of this section are applicable to performance of the subcontract.



## SECTION J LIST OF ATTACHMENTS

**NOTE:** The attachments listed in Section J will be uploaded as a separate document at <https://web.itss.gsa.gov>. Please be advised that Attachment 4, Standard Form 1449, shall be uploaded in ITSS as a separate document.

Attachment	Description	# of Pages
1	Quality Assurance Surveillance Plan (QASP)	23
2	COR Letter of Appointment	3
3	List of Acronyms	3
4	Standard Form 1449	2
5	Q&A Template	3
6	Corporate Non-Disclosure Agreement (NDA)	3
7	Key Personnel Qualifications Matrix	1
8	Project Staffing Plan Table	6
9	Problem Notification Report	1
10	Project Example Template	1
11	Attachment 11 - Current Systems Environment, Specifications, and Historical Data	11

## SECTION K REPRESENTATIONS AND CERTIFICATIONS

**NOTE:** Section K of the Contractor's Alliant contract is applicable to this task order request and resulting task order and shall be in the same force and affect as clauses incorporated by reference and full text under this section. Any changes to the current Section K Representations, Certifications, and other Statements must be submitted with the proposal.

### K.1 FAR 52.227-15 REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE (DEC 2007)

(a) This solicitation sets forth the Government's known delivery requirements for data (as defined in the clause at [52.227-14](#), Rights in Data—General). Any resulting contract may also provide the Government the option to order additional data under the Additional Data Requirements clause at [52.227-16](#), if included in the contract. Any data delivered under the resulting contract will be subject to the Rights in Data—General clause at [52.227-14](#) included in this contract. Under the latter clause, a Contractor may withhold from delivery data that qualify as limited rights data or restricted computer software, and deliver form, fit, and function data instead. The latter clause also may be used with its Alternates II and/or III to obtain delivery of limited rights data or restricted computer software, marked with limited rights or restricted rights notices, as appropriate. In addition, use of Alternate V with this latter clause provides the Government the right to inspect such data at the Contractor's facility.

(b) By completing the remainder of this paragraph, the offeror represents that it has reviewed the requirements for the delivery of technical data or computer software and states [*offeror check appropriate block*]—

[ ] (1) None of the data proposed for fulfilling the data delivery requirements qualifies as limited rights data or restricted computer software; or

[ ] (2) Data proposed for fulfilling the data delivery requirements qualify as limited rights data or restricted computer software and are identified as follows:

---

(c) Any identification of limited rights data or restricted computer software in the offeror's response is not determinative of the status of the data should a contract be awarded to the offeror.

## SECTION L INSTRUCTIONS TO OFFERORS

### L.1 FAR 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

<http://www.acquisition.gov>

Clause Number	Clause Title	Date
FAR 52.204-7	System for Award Management	OCT 2016
FAR 52.204-16	Commercial and Government Entity Code Reporting	JUL 2016
FAR 52.214-34	Submission of Offers In The English Language	APR 1991
FAR 52.214-35	Submission of Offers In U.S. Currency	APR 1991
FAR 52.215-1	Instructions to Offerors - Competitive Acquisition	JAN 2017
FAR 52.215-16	Facilities Capital Cost of Money	JUNE 2003
FAR 52.222-24	Pre-Award On-Site Equal Opportunity Compliance Evaluation	FEB 1999
FAR 52.222-38	Compliance with Veterans' Employment Reporting Requirements	FEB 2016
FAR 52.222-46	Evaluation of Compensation for Professional Employees	FEB 1993
FAR 52.222-56	Certification Regarding Trafficking in Persons Compliance Plan	MAR 2015
FAR 52.232-38	Submission of Electronic Funds Transfer Information with Offer	JUL 2013
FAR 52.237-1	Site Visit	APR 1984
FAR 52.237-10	Identification of Uncompensated Overtime	MAR 2015

## L.2 INSTRUCTIONS TO OFFERORS

The following instructions are for the preparation and submission of proposals. The purpose of this section is to establish requirements for the format and content of proposals so that proposals contain all essential information and can be evaluated equitably. Contractors are instructed to read the entire solicitation document, including all attachments in *Section J*, **prior** to submitting questions and/or preparing your offer. Omission of any information from the proposal submission requirements may result in rejection of the offer.

### L.2.1 GENERAL INSTRUCTIONS

Due to internal processes, the SF1449 will be required instead of the SF33

- a. A Standard Form 1449, " Solicitation/Contract/Order for Commercial Items," completed and signed by the Offeror, constitutes the Offeror's acceptance of the terms and conditions of the proposed task order. Therefore, the form must be executed by a representative of the Offeror authorized to commit the Offeror to contractual obligations.
- b. Offerors are expected to examine this entire solicitation document including the Alliant 2 GWAC Unrestricted. Failure to do so will be at the Offeror's own risk.
- c. Offerors shall furnish the information required by this solicitation. Offerors shall sign the Standard Form 1449, Block 30a.
- d. The Government may make award based on initial offers received, without discussion of such offers. Accordingly, each initial offer should be submitted in as complete form as possible and without exception to any provision.
- e. The Government will not pay any Offeror for preparation of their proposal.
- f. Offerors submitting restrictive data will mark it as follows in accordance with the FAR Clause 52.215-1 Instructions to Offerors—Competitive Acquisition which is incorporated by reference. Clause 52.215-1 states: "Offerors who include in their proposals data they do not want disclosed to the public for any purpose or used by the Government except for evaluation purposes, shall –

Mark the title page with the following legend:

"This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed--in whole or in part--for any purpose other than to evaluate this proposal or quotation. If, however, a Task Order is awarded to this Offeror as a result of--or in connection with--the submission of this data, and the Government incorporates the proposal as part of the award, the Government shall have the right to duplicate, use, or disclose the data. Also, this restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction is contained in sheets (insert numbers or other identification of sheets)"; and

Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

- g. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this

request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 USC. 551).

- h. Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 USC. 1001.
- i. Wherever in this solicitation “man”, “men”, or their related pronouns are used and other related pronouns (other than with reference to specific persons) as words or as parts of words, they have been used for literary purposes and are meant in their generic sense to include both males and females.

## L.2.2 INFORMATION TECHNOLOGY SOLUTION SHOP (ITSS) REGISTRATION

**In order to qualify for award, all contractors must be registered at ITSS. Proposals must be submitted electronically via <https://web.itss.gsa.gov>. The instructions for ITSS registration are as follows:**

The following are the Instructions for ITSS Registration for your company and company POC:

### (1) Company Registration

From your browser: Go to the URL <http://web.itss.gsa.gov>

Open the ITSS Home Page. See [Accessing the ITSS Home Page](#) for more details.

Click on the New User Registration link under the Username login box.

Click the Vendor Company button.

Enter your company's name in the Company Name field. Be specific and accurate. Avoid acronyms and abbreviations.

### (2) Company POC Registration

From your browser: Go to the URL <http://web.itss.gsa.gov>

Open the ITSS Home Page. See [Accessing the ITSS Home Page](#) for more details.

Click on the New User Registration link under the Username login box.

Click the Register a Person button and follow the instructions.

If you have any questions call the registration helpdesk at 877- 243- 2889 - Option 2

**NOTE: FAILURE TO SUBMIT THE PROPOSAL IN ITSS WILL RESULT IN REJECTION OF THE PROPOSAL.**

### L.2.3 SUBMISSION OF QUESTIONS

Offerors are requested to submit their questions to this TOR by referencing the particular Section/subsection number. Questions must be received by November 15, 2017, at 11:00AM EST via email to [marion.williams@gsa.gov](mailto:marion.williams@gsa.gov) and [paris.marshall@gsa.gov](mailto:paris.marshall@gsa.gov). **Questions must be submitted in Microsoft Excel spreadsheet format. Questions or requests for extension submitted after the cut-off date will not be considered.**

Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

### L.3 AVAILABILITY OF EQUIPMENT AND SOFTWARE

All commercial hardware and software proposed in response to this solicitation document shall have been formally announced for general release on or before the closing date of the solicitation. Failure to have equipment or software announced prior to submission of proposal may render the offeror's proposal unacceptable.

### L.4 GENERAL INFORMATION

The total estimated firm fixed price/labor hour price range of the task order is between **\$44M and \$47M** including the base period, option periods and transition costs. Any proposal that is not within this range shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

### L.5 SUBMISSION OF OFFERS

Each offer shall be in two (2) volumes:

Volume I, Is the written Price proposal and shall contain the following:

- TAB A: Standard Form 1449, Solicitation/Contract/Order for Commercial Items
- TAB B: Completed Price Schedule provided in Section B;
- TAB C: Organizational Conflict of Interest Statement;
- TAB D: Contract Registration from SAM.GOV ([www.sam.gov](http://www.sam.gov)).

Volume II, is the written Technical Proposal and shall contain the following:

- TAB A: Section 508 Compliance
- TAB B: Technical Approach
  - Project Example Template
- TAB C: Experience
  - Key Personnel Qualifications Matrix; and
  - Project Staffing Plan Table

**NOTE: No Assumptions, Conditions, Exceptions are permitted. Any proposal containing Assumptions, Conditions, or Exceptions will be rejected and is ineligible for award.**

## L.5.1 ELECTRONIC SUBMISSIONS

The proposals shall be submitted through ITSS (<https://portal.fas.gsa.gov>) and by email in two volumes: Volume I - Price Proposal, and Volume II - Written Technical Proposal. The contractor's proposal shall consist of separate volumes individually titled and numbered on the exterior of the top covers as stated below. DO NOT INCLUDE PRICING IN THE TECHNICAL VOLUME OF YOUR PROPOSAL. THE CONTRACTOR IS ADVISED THAT, COMBINING BOTH, VOLUME I AND VOLUME II OF THE CONTRACTOR'S PROPOSAL IS NOT RESPONSIVE TO THE TASK ORDER REQUEST (TOR). The required number and title of each proposal volume is shown below:

VOLUME	VOLUME TITLE	SUBMIT TO:
I	Volume I: Price Proposal RFP No. ID11170001	<b>ITSS Submission:</b> <a href="https://portal.fas.gsa.gov">https://portal.fas.gsa.gov</a>
II	Volume II: Technical Proposal RFP No. ID11170001	<b>ITSS Submission:</b> <a href="https://portal.fas.gsa.gov">https://portal.fas.gsa.gov</a>

The contractor's volumes should be labeled with the contractor's name and business address of firm, TOR Number (ID11170001) and the contents as to either Volume I or Volume II. DO NOT SUBMIT ONE (1) ADOBE VERSION WITH ALL ATTACHMENTS.

## L.5.2 SUBMISSION OF WRITTEN PRICE PROPOSAL (VOLUME I)

Volume I is the price proposal. The contractor shall submit all proposed prices using PDF, Microsoft Word or Excel software utilizing the formats without cells locked. The price proposal shall contain the following tabs:

- TAB A: Standard Form 1449, Solicitation/Contract/Order for Commercial Items
- TAB B: Completed Price Schedule provided in Section B;
- TAB C: Organizational Conflict of Interest Statement;
- TAB D: Contract Registration from SAM.GOV ([www.sam.gov](http://www.sam.gov)).

### L.5.2.1 STANDARD FORM 1449 (SF1449), SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS (TAB A)

The Contractor's completed and signed Standard Form 1449 constitutes the Contractor's acceptance of the terms and conditions of the solicitation. Therefore, the form must be executed by representatives of the Contractor authorized to commit the Contractor to contractual obligations. Contractors shall sign the SF 1449 in Block #30a.

### L.5.2.2 COMPLETED PRICE SCHEDULE PROVIDED IN SECTION B (TAB B)

The Contractor shall complete the price schedule in Section B for the 12-month base period and four (4) 12-month option periods. The contractor's Firm-fixed Price (FFP) for CLINs 0001, 1001, 2001, 3001 and 4001 must include all costs for labor, material and equipment necessary to perform the tasks in Section C of the TOR. The contractor must provide fixed labor rates for Labor Hour (LH) CLINs 0002, 1002, 2002, 3002 and 4002. The Contractor shall indicate the price to be charged for each task in the price schedule provided in Section B. Contractors may not use pricing alternatives which differ from the price schedule in Section B of the TOR. Any supporting documentation for the Contractor's price must be included in this section.



### L.5.2.3 ORGANIZATIONAL CONFLICT OF INTEREST (TAB C)

The contractor shall complete and sign an Organizational Conflict of Interest Statement in which the Contractor (and any Subcontractors, consultants or teaming partners) disclose information concerning the actual or potential conflict with any response for any solicitation relating to any work in this solicitation. All actual or potential OCI situations shall be handled in accordance with FAR Subpart 9.5.

### L.5.2.4 CONTRACT REGISTRATION IN SAM.GOV (TAB D)

The contractor shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in the System of Award Management (SAM) database and include the Dun and Bradstreet Number (DUNS), Tax Identification Number (TIN) and Cage No. along with the expiration date of the SAM registration.

### L.5.3 SUBMISSION OF WRITTEN TECHNICAL PROPOSAL (VOLUME II)

Volume II is the written technical proposal. DO NOT DISCUSS ANY PRICING MATTERS IN THIS VOLUME. Do not change the order in which subject items are set forth in these instructions, when preparing your proposal.

In addition to the electronic submission of the technical proposal stated in Section L.5.1, Electronic Submissions, each offeror shall submit all information described below. The Offeror shall provide five (5) paper copies containing all required sections of this Volume II. The paper copy shall be mailed or delivered to the following address by the time and date of receipt of proposals as stated on the SF1449:

**Marion Williams, Contracting Officer**  
**301 7th St, SW, Room 6124**  
**ATTN: ID11170001**  
**Washington, DC 20407**

Contractors shall submit no more than **68 pages** for their technical proposal inclusive of text, tables, and graphics. Any supporting documentation or attachments submitted by the contractor shall be included under the page count, unless specified otherwise in the TOR. Text must be 11-point Arial font. Margins must be set at one (1) inch on top, bottom, left, right of each page. Text included within tables and graphics must contain 11-point Arial or Arial Narrow font. All other submissions are not included in this number. A table of contents shall be included at the beginning of Volume II and exclusive of the page count. Further, Letters of Commitment are not included in the page count. This volume shall contain the following sections:

- TAB A: Section 508 Compliance
- TAB B: Technical Approach
  - Project Example Template
- TAB C: Experience
  - Key Personnel Qualifications Matrix; and
  - Project Staffing Plan Table

**NOTE: Responses that merely repeat the language of the solicitation and/or that merely indicate that the contractor will comply with all of the solicitation requirements with nothing more, shall be deemed unacceptable and will not be considered for award.**

#### **L.5.3.1 SECTION 508 COMPLIANCE (TAB A) (MAXIMUM: 2 PAGES)**

The Section 508 Compliance tab should include the Contractor's signed statement regarding Section 508 Compliance as required under Section M.6.1, Section 508 Compliance (Factor 1). All EIT products and services provided shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194 as appropriate to the requirements of the task order.

The Contractor shall ensure that all EIT products and services proposed that are less than fully compliant, are offered pursuant to extensive market research, which ensures that they are the most compliant products available to satisfy the solicitation's requirements. If any such EIT product or service proposed is not fully compliant with all of the standards, the Contractor shall specify each specific standard that is not met; provide a detailed description as to how the EIT product or service does not comply with the identified standard(s); and shall also indicate the degree of compliance.

Contractors shall state in their proposal (as signed by the Contractor's authorized official) that they are capable of complying with Section 508 standards and that they will do so, as appropriate to the requirements of the solicitation. Proposals that fail to include this signed statement will be deemed ineligible for award. This information will be made a part of any resulting award.

#### **L.5.3.2 TECHNICAL APPROACH (TAB B) (MAXIMUM: 20 PAGES)**

The contractor shall submit a completed **Project Example Template** (Section J, Attachment 10) for each project relating to the approach or methodology identified in the technical approach factor shall be submitted for evaluation. A minimum of three (3) projects shall be submitted for evaluation. In addition to the attachment, the contractor shall be required to submit the following information:

- a) The contractor shall submit a completed **Project Example Template (Section J, Attachment 10)** for project relating to contractor's technical approach with similar size and scope. Project examples shall include contracts related to the Grants management business process.
- b) A written narrative in response to the Technical Approach factor. The narrative shall provide a clear and detailed approach to the tasks included in the TOR. The Contractor's written narrative must identify and describe the methodology and analytical techniques to be used in fulfilling the objectives and technical requirements identified in the TOR.
- c) A risk management and quality assurance plan to include the techniques/methodologies in response to the Technical Approach factor. The risk management and quality assurance efforts proposed shall include the planned actions to mitigate or eliminate risks.

### L.5.3.3 EXPERIENCE (TAB C) (MAXIMUM: 46 PAGES )

The contractor shall provide evidence of the Contractor's skills, qualifications and approach to meeting the requirements under the Experience factor. The following documentation shall be submitted for evaluation:

#### Key Personnel:

- a) The contractor shall submit a completed **Key Personnel Qualification Matrix (Section J, Attachment 8)** for each Key Person proposed relating the specialized experience identified in Section H.1 of this TOR and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel proposed by the contractor, the contractor shall identify the specialized experience and the corresponding qualifications for this experience. Each Key Personnel Qualification Matrix shall be limited to 5 pages not including the signed Letter of Commitment.
- b) The contractor shall submit a written narrative in response to the Key Personnel Qualifications Matrix submitted for evaluation. The written narrative shall include the contractor's staffing methodology when selecting Key Personnel in fulfilling the technical requirements identified in the TOR. All Key Personnel proposed shall be identified in the Project Staffing Plan Table and shall be available to begin work immediately on the Project Start Date.

#### Project Staffing Plan Table:

- a) The contractor shall submit a completed **Project Staffing Plan Table** in accordance with the Project Staffing Plan Table Template (**Section J, Attachment H**). The submission shall contain all individuals (both Prime and Subcontractor employees, identified as such) that will be working on this effort. Both, Key Personnel and non-Key Personnel shall be included in the staffing plan. If the names of all non-Key Personnel are not known prior to offer submission, the contractor may indicate "to be determined" (TBD) in the Project Staffing Plan Table. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan Table. The names of all non-Key Personnel that can be provided shall be provided.

The contractor shall include all staff in each sheet of the staffing plan, regardless of whether there are hours proposed in that period. The contractor shall ensure there is consistency in Level of Effort between the Staffing Plan provided in Part II and the Price Proposal provided in Part I, being cognizant of rounding issues.

- b) A written narrative in response to the Project Staffing Plan Table shall be submitted for evaluation. The written narrative shall include the contractor's approach to providing staffing and skill sets for the level of expertise as it applies to Sections C and H. The narrative shall include the methodology/approach that will be used for recruiting, hiring, training, retaining and replacing qualified employees in a timely manner.

### L.6 GOVERNMENT CONTRACTOR REPRESENTATIVES

Representatives from Contracting Resource Group (CRG) will provide consulting and advisory services and may assist in the preparation of draft reports. These representatives will only be used to advise on specified technical, management, and price matters and shall not, under any circumstances, be used as voting evaluators. However, the government may consider the advice provided in its evaluation process. Personnel from these organizations have executed non-disclosure agreements.

## **L.7      TYPE OF ORDER**

A hybrid, Firm Fixed Price/Labor Hour, task order will be awarded as a result of this TOR.

## SECTION M

### EVALUATION FACTORS FOR AWARD

#### M.1 FAR 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

<http://www.acquisition.gov>

Clause Number	Clause Title	Date
FAR 52.217-5	Evaluation of Options	JUL 1990

#### M.2 METHOD OF AWARD

The award for this requirement will be based on best-value principles, utilizing the trade-off process. Accordingly, award will be made to the responsible and technically acceptable Contractor whose proposal provides the greatest overall value to the Government, price and other factors considered.

This best-value determination will be accomplished by comparing the value of the differences in the technical factors for competing proposals under consideration in the technical evaluation, based on their strengths, weaknesses, and risks, with differences in their price to the Government.

In making this comparison, the Government is more concerned with obtaining superior technical capabilities than with making awards at the lowest overall price to the Government. However, the Government will not make an award at a significantly higher overall price to achieve slightly superior technical value. Contractors are advised that, **when combined, the technical evaluation factors are significantly more important than price.**

#### M.3 EXPLANATION FOR BASIS OF AWARD

This acquisition is being conducted under FAR 16.5. Principles and procedures of Subpart 15.3 do not apply. The Government may make award based on initial offers received without discussion of such offers or the Government may make award after clarifications of some aspects of the proposal.

Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

## **M.4 PRICE PROPOSAL EVALUATION**

The written price proposal will be evaluated to verify that the proposed labor categories and hourly rates are contained within the Offeror's basic Alliant contract, at fully burdened rates that do not exceed the benchmark rates established for each labor category in its Alliant contract. For Labor rates that extend beyond the 2019 end date, contractors are encouraged to propose rates consistent with the escalation rate used under their existing Alliant contract; however, the OCO shall make the final determination of price fair and reasonableness using the Department of Labor's Consumer Price Index (CPI), price comparison or any other pricing strategies/methodologies available during the time of evaluation. If fair and reasonable pricing cannot be established using the referenced methodologies then the pricing will be negotiated with the Offeror.

Costs that are excessively high or low (without sufficient justification) may be considered unrealistic and unreasonable and may receive no further consideration. Any proposal that is not within the total estimated range cited in Section L.4 shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

Price reasonableness will be based on adequate price competition.

The Government will reject any proposal that includes any assumptions, conditions or exceptions.

The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that a proposal is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

For evaluation purposes, transition-out (CLIN 5001- Task 3) is included in the last option period.

Any proposal received from a contractor not registered in ITSS, will be rejected and will be ineligible for award.

## **M.5 ORGANIZATIONAL CONFLICT OF INTEREST (OCI)**

OCI will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential conflict of interest is identified that cannot be feasibly mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

## **M.6 OPTION TO EXTEND SERVICES (FAR 52.217-8)**

The Government may require continued performance of any services within the limits and at the rates specified in the task order. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed six (6) months. The Contracting Officer may exercise the option by written notice to the Contractor within thirty (30) days before the task order expires.

To determine a total evaluated price, the Government will take the total price for the final option period (excluding transition-out costs), determine a six-month value, and add the value to the total amount proposed for all CLINS (excluding transition-out). Offerors shall not submit a price for the potential six-month extension of services.

## **M.7 TECHNICAL EVALUATION FACTORS**

- Factor 1 - Section 508 Compliance (Pass/Fail) (Section M.7.1)
- Factor 2 – Technical Approach (Section M.7.2)
- Factor 3 – Experience (Section M.7.3)

Once the Government determines Section 508 compliance, the Government intends to evaluate responses and make an award on a best value basis in accordance with the remaining technical factors. The remaining technical factors are listed in descending order of importance; and when combined are significantly more important than price. Only those proposals receiving a PASS rating for Section 508 Compliance will receive further consideration for award. In other words, based on the results of the evaluation of Section 508 compliance, only Contractors that receive a PASS rating, will be eligible for award. The award selection will be made among those proposals eligible, on the basis of their proposal being the most advantageous to the Government, price and other factors considered.

### **M.7.1 FACTOR 1 – SECTION 508 COMPLIANCE (PASS/FAIL)**

The Government will evaluate the offeror's written proposal to determine if it includes a comprehensive list of all EIT products and services proposed and a statement indicating its capability to comply with Section 508 requirements throughout the performance of this TO in compliance with Section H.11 and L.5.3.1.

The Section 508 Compliance evaluation shall be based on the following:

PASS – Contractor provided requested information adequately addressing all 508 compliance requirements initially or the required information was received from the Contractor as a result of a generated clarification request.

FAIL – Contractor did not provide requested documentation to adequately address all 508 compliance requirements including the statement required in Section L.5.3.1.

### **M.7.2 FACTOR 2 – TECHNICAL APPROACH**

The contractor's Technical Approach shall be evaluated on the criteria below. The elements are not subfactors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating:

- a) The degree of relevance and comprehensiveness of the contractor's example projects of similar scope and size and its knowledge of the Grants management business process.
- b) The degree of relevance, comprehensiveness, and effectiveness of the Contractor's technical approach in performing tasks in the TOR. The technical approach shall not be a reiteration and acceptance of the TOR, but shall demonstrate that the Contractor has a sound and thorough understanding of the requirements, providing a reasonable, well-thought-out approach.
- c) The degree of relevance, comprehensiveness, and effectiveness of the Offeror's risk management and quality assurance plan to assess whether the strategies proposed demonstrate a methodology to mitigate, eliminate and or reduce risks in order to maintain successful performance under the task order.



M.7.3 FACTOR 3 – EXPERIENCE

Experience shall be evaluated on the criteria below. The elements below are not subfactors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating:

Key Personnel:

- a) The degree of relevance, comprehensiveness, and effectiveness of the stated qualifications, experience, skills, and roles of each of the named Key Personnel to meet the requirements of the TOR and support the offeror’s technical approaches. (Sections C and H)
- b) The degree of relevance, comprehensiveness, and effectiveness of the offeror’s staffing methodology for selecting Key Personnel in fulfilling the technical requirements identified in the TOR.

Project Staffing Plan Table:

- a) The degree of relevance and comprehensiveness of the offeror’s staffing plan that demonstrates the methodology/approach that will be utilized for recruiting, hiring, training, retaining, and replacing qualified employees in a timely manner.
- b) The degree of relevance, comprehensiveness, and effectiveness of the offeror’s approach, rationale and ability to vet and staff qualified contractor employees under the task order.

## ATTACHMENTS

## **ATTACHMENT 1**

# **Quality Assurance Surveillance Plan (QASP) CPD IT Support Contract 08/21/17 Version 1.0**

1 Vision .....	3
1 INTRODUCTION .....	3
1.1 Purpose.....	3
1.2 Performance Management Approach .....	3
1.3 Performance Management Strategy .....	4
2 ROLES AND RESPONSIBILITIES .....	4
2.1 The Contracting Officer .....	4
2.2 The Technical Points of Contact (TPOCs).....	4
3 IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS .....	5
4 METHODOLOGIES TO MONITOR PERFORMANCE .....	5
4.1 Surveillance Techniques.....	5
4.2 Customer Feedback.....	5
4.3 Acceptable Quality Levels.....	6
5 QUALITY ASSURANCE DOCUMENTATION.....	6
5.1 The Performance Management Feedback Loop .....	6
5.2 Monitoring Forms .....	6
6 ANALYSIS OF QUALITY ASSURANCE ASSESSEMENT .....	6
6.1 Determining Performance .....	6
6.2 Reporting.....	6
6.3 Reviews and Resolution .....	6
6.4 Surveillance Matrix .....	7
Appendix 1 - Surveillance Matrix .....	9
Appendix 2 - Corrective Action Report (CAR).....	21
Appendix 3 - Customer Complaint Record .....	22
Appendix 4 - Performance Assessment Report (PAR).....	23

# Quality Assurance Surveillance Plan (QASP)

## CPD IT Support Task Order

### 1 Vision

Ensure the success of housing and community development programs administered by the Office of Community Planning and Development by providing services related to the Operations, Corrective Maintenance, and Development/Modernization/Enhancement (DME) of HUDs electronic grants management Information Technology (IT) systems.

### 1 INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Task Order Request (TOR) entitled System Operations and Maintenance of CPD Systems. This plan sets forth the procedures and guidelines the Department of Housing and Urban Development (HUD) will use in ensuring the required performance standards or service levels are achieved by the Contractor.

#### 1.1 Purpose

1.1.1 The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the Contractor is meeting the performance standards/quality levels identified in the TOR and the Contractor's Quality Control Plan (QCP), and to ensure that the Government pays only for the level of services received.

1.1.2 This QASP defines the roles and responsibilities of all members of the Integrated Project Team (IPT), identifies the performance objectives, defines the methodologies used to monitor and evaluate the Contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

#### 1.2 Performance Management Approach

1.2.1 The TOR structures the acquisition around "what service or quality level is required", as opposed to "how the Contractor should perform the work" (i.e., results, not compliance). This QASP will define the performance management approach taken by HUD to monitor and manage the Contractor's performance to ensure the expected outcomes or performance objectives communicated in the TOR are achieved.

Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the Contractor.

1.2.2 Performance management represents a significant shift from the more traditional Quality Assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the Contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A "results focus" provides the Contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

### **1.3 Performance Management Strategy**

1.3.1 The Contractor is responsible for the quality of all work performed. The Contractor measures that quality through the Contractor's own Quality Control (QC) program. QC is work output, not workers, and therefore includes all work performed under this contract regardless of whether the work is performed by Contractor employees or by subcontractors. The Contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the TOR. The Contractor will develop and implement a performance management system with processes to assess and report its performance to the designated government representative. This QASP enables the Government to take advantage of the Contractor's QC program.

1.3.2 The Government representative(s) will monitor performance and review performance reports furnished by the Contractor to determine how the Contractor is performing against communicated performance objectives. The Contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

## **2 ROLES AND RESPONSIBILITIES**

The following personnel shall oversee and coordinate surveillance activities.

### **2.1 The Contracting Officer**

The Contracting Officer (CO) is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the Technical Points of Contact (TPOCs) and the Contractor. The CO will designate one full-time TPOC as the government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the Contractor's performance, and must be identified and designated by the CO.

### **2.2 The Technical Points of Contact (TPOCs)**

The TPOC is designated in writing by the CO to act as his or her authorized representative to assist in administering a contract. TPOCs limitations are contained in the written appointment letter. The TPOC is responsible for technical administration of the project and ensures proper government surveillance of the Contractor's

performance. The TPOC is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the Contractor deems may affect contract price, terms, or conditions, shall be referred to the CO for action. The TPOC will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the Contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

### **3 IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS**

The required performance standards and/or quality levels are included in the TOR and in Appendix 1, "Surveillance Matrix". If the Contractor meets the required service or performance level, it will be paid the monthly amount agreed on in the contract.

## **4 METHODOLOGIES TO MONITOR PERFORMANCE**

### **4.1 Surveillance Techniques**

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the Government to evaluate Contractor performance when appropriate. The primary methods of surveillance are: (include those that apply)

- Random Sampling - (insert the process which will be used to conduct the random sampling)
- 100% Inspection - Each month, the TPOC, shall review the generated documentation and enter summary results into the Surveillance Activity Checklist.
- Periodic Inspection - The TPOC typically performs the periodic inspection on a monthly basis.
- Customer Feedback

### **4.2 Customer Feedback**

The Contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

Performance management drives the Contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems. The customer always has the option to communicate complaints to the CO and/or TPOC, as opposed to the Contractor.

Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed, and must be forwarded to the TPOC. Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.



### **4.3 Acceptable Quality Levels**

The Acceptable Quality Levels (AQLs) included in Appendix 1, "Surveillance Matrix", for Contractor performance are structured to allow the Contractor to manage how the work is performed. For certain critical activities such as those involving [insert names of any critical services], the desired performance level is established at 100 percent. Other levels of performance are keyed to the relative importance of the task to the overall mission performance.

## **5 QUALITY ASSURANCE DOCUMENTATION**

### **5.1 The Performance Management Feedback Loop**

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the TOR and are assessed using the performance monitoring techniques shown in Appendix 1.

### **5.2 Monitoring Forms**

The Government's QA surveillance, accomplished by the TPOC, may be reported using the following monitoring forms: Appendix 2 - "Corrective Action Report (CAR)", Appendix 3 - "Customer Complaint Record", and Appendix 4 "Performance Assessment Report" (PAR). The forms, when completed, will document the Government's assessment of the Contractor's performance under the contract to ensure that the required results are being achieved. The TPOC will retain a copy of all completed QA surveillance forms.

## **6 ANALYSIS OF QUALITY ASSURANCE ASSESSEMENT**

### **6.1 Determining Performance**

The Government will use the monitoring methods cited to determine whether the performance standards/service levels/AQLs have been met. If the Contractor has not met the minimum requirements, it may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels.

### **6.2 Reporting**

At the end of each month, the [insert title of person who will prepare the report TPOC] will prepare a written report for the [insert title of government representative responsible for overall monitoring of performance TPOC] summarizing the overall results of the quality assurance surveillance of the Contractor's performance. This written report, which includes the Contractor's submitted monthly report and the completed quality assurance monitoring forms, will become part of the QA documentation. It will enable the Government to demonstrate whether the Contractor is meeting the stated objectives and/or performance standards, including cost/technical/scheduling objectives.

### **6.3 Reviews and Resolution**

6.3.1 The TPOC may require the Contractor's project manager, or a designated alternate, to meet with the CO, TPOC and/or other Government IPT personnel as

deemed necessary to discuss performance evaluation. The TPOC will define a frequency of in-depth reviews with the Contractor, including appropriate self-assessments by the Contractor; however, if the need arises, the Contractor will meet with the TPOC as often as required or per the Contractor's request. The agenda of the reviews may include:

- Monthly performance assessment data and trend analysis,
- Issues and concerns of both parties,
- Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis,
- Recommendations for improved efficiency and/or effectiveness,
- [insert any additional items to be discussed during reviews]

6.3.2 The CO and TPOC must coordinate and communicate with the Contractor to resolve issues and concerns regarding marginal or unacceptable performance.

6.3.3 The TPOC and Contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification at the discretion of the CO.

## **6.4 Surveillance Matrix**

The Surveillance Matrix (Appendix 1) is the list of performance objectives and standards that must be performed by the Contractor. This matrix details the method of surveillance the TPOC will use to validate and inspect these performance elements. Inspection of each element will be documented in the TPOC file.

Performance objectives define the desired outcomes. Performance standards define the level of service required under the contract to successfully meet the performance objective. The inspection methodology defines how, when, and what will be assessed in measuring performance. The Government performs surveillance, using this QASP, to determine the quality of the Contractor's performance as it relates to the performance element standards. The PRS should be used to form the foundation of the TPOC's inspection checklist.

In evaluating the quality of contractor's performance, the following performance ratings may be used.

<b>Performance Rating</b>	<b>Criteria</b>
Excellent / Outstanding	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective.
Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor was effective.
Satisfactory	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.
Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.

## Appendix 1 - Surveillance Matrix

Statements	Standards/AQLs	Inspections	Ratings
<b>C.5.1 Program Management Support</b>			
<b>C.5.1.3 Monthly Briefings</b>  <b>Deliverable(s):</b> <b>Prepare and present briefings to the Government on the results of efforts undertaken under this Task Order.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> 10th Day of the Month <b>Who:</b> Government <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.2 Steady State Operational Support</b>			
<b>C.5.2.2 Daily System Check Status Report</b>  <b>Deliverable(s):</b> <b>Provide a status report to the TPOC</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report <b>How:</b> Visually <b>Frequency:</b> Daily by 9:00am each Federal business day. <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.2.4 Status Report on Tier 2 Help Desk Tickets</b>  <b>Deliverable(s):</b> <b>Provide a status report to the TPOC</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report <b>How:</b> Visually <b>Frequency:</b> 10th Day of the Month <b>Who:</b> Government <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.2.5 Strategy(ies) to the TPOC</b>  <b>Deliverable(s):</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> One (1) Business Day <b>Who:</b> TPOC	

<b>Recommend a strategy or strategies to the TPOC that will fix or address the problem.</b>		<b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.2.10</b> <b>SPUFI/Data Correction scripts</b>  <b>Deliverable(s):</b> <b>The Contractor shall log all data correction scripts</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Deliverable <b>How:</b> Visually <b>Frequency:</b> 1 Hour – 2 Weeks Depending on Priority (See Section F.3) <b>Who:</b> Government <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.2.11</b> <b>Weekly Status Report</b>  <b>Deliverable(s):</b> <b>Provide a weekly status report to the HUD TPOC</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Deliverable <b>How:</b> Visually <b>Frequency:</b> Weekly <b>Who:</b> Government <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.2.17</b> <b>Security Updates</b>  <b>Deliverable(s):</b> <b>Update the security controls and implementation statements in the CSAM tool that comprise the System Security Plan (SSP).</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Deliverable <b>How:</b> Visually <b>Frequency:</b> Annually <b>Who:</b> Government <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.2.18</b> <b>Meeting Minutes</b>  <b>Deliverable(s):</b> <b>Prepare and deliver meeting minutes</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> The meeting minutes document. <b>How:</b> Visually <b>Frequency:</b> Within three (3) business days of the meeting. <b>Who:</b> Government <b>Standard(s):</b> Inspection applies to all standards	

<b>Statements</b>	<b>Standards/AQLs</b>	<b>Inspections</b>	<b>Ratings</b>
<b>C.5.3</b>			

Transition Services			
<b>C.5.3.2</b> <b>Transition-In Plan</b>  <b>Deliverable(s):</b> <b>Perform transition-in services</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Transition-In Plan Document <b>How:</b> Visually <b>Frequency:</b> Draft Plan during the Kick-off and Final Plan 14 days after kick-off meeting <b>Who:</b> Government <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.3.3</b> <b>Transition-Out Plan</b>  <b>Deliverable(s):</b> <b>Perform all transition-out services</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Transition-Out Plan Document <b>How:</b> Visually <b>Frequency:</b> 90 Days Before Task Order Performance <b>Who:</b> Government <b>Standard(s):</b> Inspection applies to all standards	

Statements	Standards/AQLs	Inspections	Ratings
<b>C.5.4</b> <b>Corrective Maintenance (CM)</b>			
<b>C.5.4.1</b> <b>PPM and other system documentation</b>  <b>Deliverable(s):</b> <b>Update all PPM and other system documentation to reflect all changes implemented to production</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.3</b> <b>Configuration Management Plan</b>  <b>Deliverable(s):</b> <b>Create or update the existing Configuration Management (CM) Plan</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Configuration Management Plan Document <b>How:</b> Visually <b>Frequency:</b> Annually <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	

<b>C.5.4.4</b> <b>Quality Assurance Plan (QAP)</b>  <b>Deliverable(s):</b> <b>Provide a Quality Assurance (QA) Plan (QAP)</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Quality Assurance Plan Document <b>How:</b> Visually <b>Frequency:</b> Annually <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.5</b> <b>Lessons Learned Document</b>  <b>Deliverable(s):</b> <b>Maintain a Lessons Learned document and disseminate lessons learned to the team after each release</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Lessons Learned Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.6</b> <b>Risk Assessment</b>  <b>Deliverable(s):</b> <b>Maintain a Risk Assessment document that establishes the security disposition.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Risk Assessment Document <b>How:</b> Visually <b>Frequency:</b> Annually <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.6</b> <b>Contingency Plan</b>  <b>Deliverable(s):</b> <b>Maintain a Contingency Plan for system recovery and reconstitution.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Contingency Plan Document <b>How:</b> Visually <b>Frequency:</b> Annually <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	



<b>C.5.4.6</b> <b>System Security Plan</b>  <b>Deliverable(s):</b> <b>Update a System Security Plan based on system changes implemented in the Release.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> System Security Plan Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.7</b> <b>HARTS Release Package</b>  <b>Deliverable(s):</b> <b>Contractor shall submit the approved product (completed User Acceptance Testing (UAT), final system performance load and stress testing) as a HUD Application Release Tracking System (HARTS) release request, along with all associated documentation required for the HARTS release</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> Per System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.9</b> <b>Requirements Traceability Matrix (RTM)</b>  <b>Deliverable(s):</b> <b>Create and update a Requirements Traceability Matrix (RTM)</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Requirements Traceability Matrix Document <b>How:</b> Visually <b>Frequency:</b> Project Initiation and throughout the Life of the Project <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.10</b> <b>Test Plan</b>  <b>Deliverable(s):</b> <b>Prepare or update a User Acceptance Test (UAT) plan</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Test Plan Document <b>How:</b> Visually <b>Frequency:</b> 2 Weeks prior to start of User Acceptance Testing <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	

<b>C.5.4.10</b> <b>Test Scenarios/Scripts</b>  <b>Deliverable(s):</b> <b>Test scenarios/scripts for users to follow during the initial structured portion of the UAT</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Document <b>How:</b> Visually <b>Frequency:</b> 2 Weeks prior to start of User Acceptance Testing <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.10</b> <b>Test Results Report</b>  <b>Deliverable(s):</b> <b>Provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which shall be delivered with the final product at the time of the initiation of the UAT period.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> 2 Weeks upon conclusion of User Acceptance Testing <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.10</b> <b>Test Results Report</b>  <b>Deliverable(s):</b> <b>Document the results of the testing in the Test Results Report</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> 3 Business Days upon conclusion of User Acceptance Testing <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.11</b> <b>Interface Control document</b>  <b>Deliverable(s):</b> <b>Maintain an Interface Control document recording all system interfaces</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Interface Control Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	

<b>C.5.4.12</b> <b>Operations &amp; Maintenance Manual</b>  <b>Deliverable(s):</b> <b>Maintain an Operations &amp; Maintenance Manual recording system and operational procedures, inventories, and inputs / outputs required for the performance and operation of each CPD System.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Operations & Maintenance Manual <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.13</b> <b>Technical Design Document</b>  <b>Deliverable(s):</b> <b>Maintain a Technical Design Document detail system architecture and design (data, user interface, security) for each CPD System.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Technical Design Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.4.14</b> <b>Data Dictionary</b>  <b>Deliverable(s):</b> <b>Maintain a Data Dictionary for each CPD System.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Data Dictionary Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	

Statements	Standards/AQLs	Inspections	Ratings
<b>C.5.5</b> <b>Development, Modernization and Enhancement (DME)</b>			
<b>C.5.5.1</b> <b>PPM and other system documentation</b>  <b>Deliverable(s):</b> <b>Update all PPM and other system documentation to reflect all changes implemented to production</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	

<b>C.5.5.4</b> <b>Configuration Management Plan</b>  <b>Deliverable(s):</b> <b>Create or update the existing Configuration Management (CM) Plan</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Configuration Management Plan Document <b>How:</b> Visually <b>Frequency:</b> Annually <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.5</b> <b>Quality Assurance Plan (QAP)</b>  <b>Deliverable(s):</b> <b>Provide a Quality Assurance (QA) Plan (QAP)</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Quality Assurance Plan Document <b>How:</b> Visually <b>Frequency:</b> Annually <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.6</b> <b>Lessons Learned Document</b>  <b>Deliverable(s):</b> <b>Maintain a Lessons Learned document and disseminate lessons learned to the team after each release</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Lessons Learned Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.7</b> <b>Risk Management Plan</b>  <b>Deliverable(s):</b> <b>Develop a Risk Management Plan for each DME Project</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Risk Management Plan/Document <b>How:</b> Visually <b>Frequency:</b> Annually <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.7</b> <b>Risk Register</b>  <b>Deliverable(s):</b> <b>Develop a Risk Register for each DME project</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Document <b>How:</b> Visually <b>Frequency:</b> Weekly <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	

<b>C.5.5.9</b> <b>Risk Assessment</b>  <b>Deliverable(s):</b> <b>Maintain a Risk Assessment document that establishes the security disposition.</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Risk Assessment Document <b>How:</b> Visually <b>Frequency:</b> Annually <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.9</b> <b>Contingency Plan</b>  <b>Deliverable(s):</b> <b>Maintain a Contingency Plan for system recovery and reconstitution.</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Contingency Plan Document <b>How:</b> Visually <b>Frequency:</b> Annually <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.9</b> <b>System Security Plan</b>  <b>Deliverable(s):</b> <b>Update a System Security Plan based on system changes implemented in the Release.</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> System Security Plan Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.10</b> <b>Requirements Traceability Matrix (RTM)</b>  <b>Deliverable(s):</b> <b>Create and update a Requirements Traceability Matrix (RTM)</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Requirements Traceability Matrix Document <b>How:</b> Visually <b>Frequency:</b> Project Initiation and throughout the Life of the Project <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.12</b> <b>Test Plan</b>  <b>Deliverable(s):</b> <b>Prepare or update a User Acceptance Test (UAT) plan</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Test Plan Document <b>How:</b> Visually <b>Frequency:</b> 2 Weeks prior to start of User Acceptance Testing <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	

<b>C.5.5.12</b> <b>Test Scenarios/Scripts</b>  <b>Deliverable(s):</b> <b>Test scenarios/scripts for users to follow during the initial structured portion of the UAT</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Document <b>How:</b> Visually <b>Frequency:</b> 2 Weeks prior to start of User Acceptance Testing <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.12</b> <b>Test Results Report</b>  <b>Deliverable(s):</b> <b>Provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which shall be delivered with the final product at the time of the initiation of the UAT period.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> 2 Weeks upon conclusion of User Acceptance Testing <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.12</b> <b>Test Results Report</b>  <b>Deliverable(s):</b> <b>Document the results of the testing in the Test Results Report</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> 3 Business Days upon conclusion of User Acceptance Testing <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.13</b> <b>HARTS Release Package</b>  <b>Deliverable(s):</b> <b>Contractor shall submit the approved product (completed User Acceptance Testing (UAT), final system performance load and stress testing) as a HUD Application Release Tracking System (HARTS) release request, along with all associated documentation required for the</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> Per System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	

<b>HARTS release</b>			
<b>C.5.5.17</b> <b>Interface Control document</b>  <b>Deliverable(s):</b> <b>Maintain an Interface Control document recording all system interfaces</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Interface Control Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.18</b> <b>Operations &amp; Maintenance Manual</b>  <b>Deliverable(s):</b> <b>Maintain an Operations &amp; Maintenance Manual recording system and operational procedures, inventories, and inputs / outputs required for the performance and operation of each CPD System.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Operations & Maintenance Manual <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.19</b> <b>Technical Design Document</b>  <b>Deliverable(s):</b> <b>Maintain a Technical Design Document detail system architecture and design (data, user interface, security) for each CPD System.</b>	<b>a) 100%</b> <b>AQL: Zero deviation</b>	<b>What:</b> Technical Design Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	



<b>C.5.5.20</b> <b>Data Dictionary</b>  <b>Deliverable(s):</b> <b>Maintain a Data Dictionary for each CPD System.</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Data Dictionary Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.21</b> <b>IDIS EDI Record Layout document and IDIS</b>  <b>Deliverable(s):</b> <b>Maintain IDIS Electronic Data Interface (EDI)Record Layout document and IDIS EDI Error Messages document.</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Record Layout and Error Message Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.21</b> <b>IDIS Online Appendix D Data Extract File Layouts</b>  <b>Deliverable(s):</b> <b>Maintain IDIS Online Appendix D Data Extract File Layouts</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> Report/Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	
<b>C.5.5.22</b> <b>IDIS Report Users Guide</b>  <b>Deliverable(s):</b> <b>Maintain a IDIS Report Users Guide for IDIS.</b>	<b>a) 100%</b> AQL: Zero deviation	<b>What:</b> User's Guide/Document <b>How:</b> Visually <b>Frequency:</b> Update at System Release <b>Who:</b> TPOC <b>Standard(s):</b> Inspection applies to all standards	

## Appendix 2 - Corrective Action Report (CAR)

CORRECTIVE ACTION REPORT (CAR) (If more space is needed, use reverse and identify by number)			
1. CONTRACTOR		2. CONTRACT NUMBER	3. TYPE OF SERVICES
4. FUNCTIONAL AREA		5. SUSPENSE DATE	6. CONTROL NUMBER
7. DEFICIENCY <input type="checkbox"/> MAJOR <input type="checkbox"/> MINOR			
FINDING:			
FINDING IMPACT:			
Please respond with a written corrective action plan that details the corrective action of the cited deficiency, the cause of the deficiency, and actions taken to prevent recurrence by Suspense Date in Block 5. If date was not entered in Block 5, the contractor is not required to provide a response.			
8. QUALITY ASSURANCE PERSONNEL (COR)			
TYPED NAME AND GRADE		SIGNATURE AND DATE	
9. ISSUING AUTHORITY			
TYPED NAME AND GRADE		SIGNATURE AND DATE	
10. COR RESPONSE TO CONTRACTOR CORRECTIVE ACTION AND ACTION TAKEN TO PREVENT RECURRENCE			
11. COR DETERMINATION <input type="checkbox"/> ACCEPTED <input type="checkbox"/> REJECTED		12. CLOSE DATE	

Appendix 3 - Customer Complaint Record

CUSTOMER COMPLAINT RECORD			DATE/TIME OF COMPLAINT
SOURCE OF COMPLAINT			
ORGANIZATION	BUILDING NUMBER	INDIVIDUAL	PHONE NUMBER
NATURE OF COMPLAINT			
CONTRACT REFERENCE			
VALIDATION			
DATE/TIME CONTRACTOR INFORMED OF COMPLAINT			
ACTION TAKEN BY CONTRACTOR			
RECEIVED/VALIDATED BY			

## Appendix 4 - Performance Assessment Report (PAR)

<b>PERFORMANCE ASSESSMENT REPORT (PAR)</b> <i>(If more space is needed, use reverse and identify by number)</i>			
1. CONTRACT/TASK ORDER NUMBER	2. CONTRACTOR	3. TYPE OF SERVICES	
4. QUALITY ASSURANCE PERSONNEL (COR) SIGNATURE AND DATE		5. COR PHONE	6. SUSPENSE DATE
<b>I. PERFORMANCE</b>			
7. <input type="checkbox"/> DEFICIENCY (CHECK ALL BOXES THAT APPLY) <input type="checkbox"/> NEW <input type="checkbox"/> REPEAT <input type="checkbox"/> NO DEFICIENCY NOTED		8. SERVICES SUMMARY or TOR PARAGRAPH ITEM REVIEWED	
9. BRIEF DESCRIPTION OF DEFICIENCY (IF DEFICIENCY BOX WAS CHECKED)		10. DETAILED PERFORMANCE ASSESSMENT	
<b>II. CONTRACTOR VALIDATION</b>			
11. CONTRACTOR REPRESENTATIVE <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR		12. CORRECTIVE ACTION ESTIMATED COMPLETION DATE	
13. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE <u>OR</u> REASON FOR NON-CONCURRENCE OF COR CITED DEFICIENCY			
<b>III. ACTION CORRECTED</b>			
14. <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR      COR SIGNATURE AND DATE			
15. COR REMARKS (REQUIRED)			
6. CONTRACTOR REPRESENTATIVE REMARKS			

## ATTACHMENT 2



### LETTER OF APPOINTMENT

MEMORANDUM FOR: (insert name of proposed COR)

FROM: [insert name], Contracting Officer

SUBJECT: Designation of Contracting Officer's Representative (COR) for (insert project name here)

1. In accordance with GSAR 542.202, you are designated as the Contracting Officer's Representative (COR) for the administration of the contract/task order identified below. This appointment as a COR will remain in effect through the life of the contract/task order, unless sooner revoked in writing by the contracting officer or unless you are separated from Government service.

Contract/Task Order Number:	XXXXXXX-XX-X-XXXX
Description:	XXXs
Contractor:	XXX
Contract Period:	Base Period (mm/dd/yyyy), with (insert number of option periods, if applicable)

### **2. Roles/Responsibilities**

You are authorized by this appointment to take action with respect to the following:

- a. Verify that the contractor performs the technical requirements of the contract/task order in accordance with the contract/task order terms, conditions and specifications. Specific emphasis should be placed on the quality provisions, for adherence to both the contract/task order provisions and to the contractor's own quality control program. Any decrease in or lack of performance shall be brought to the attention of the Contracting Officer and/or Contract Specialist;
- b. When requested by the Contractor, provide technical assistance within the scope of the contract/task order (e.g., interpreting specifications, statement of work, performance work statement, etc.). When a difference of opinion between you and the Contractor occurs, notify the Contracting Officer and/or the Contract Specialist immediately for resolution;
- c. Report to the Contracting Officer any Government-required changes to the contract/task order (e.g., items or work no longer required, changes in the specifications, etc.);
- d. Review and approve travel and other direct cost (ODC) prior to the Contractor incurring those expenses;
- e. CORs are responsible for entering contractor performance assessments into the Contractor Performance Assessment Reporting System (CPARS) within prescribed timeframes;

f. Review and evaluate the Contractor's progress in relation to the expenditures. When the costs expended by the Contractor are not commensurate with the Contractor's progress, request a meeting with the Contractor and client in an attempt to resolve. If a resolution cannot be found, bring this to the attention of the Contracting Officer and/or Contract Specialist for immediate action;

g. Review and approve invoices using the rates and other fees established in the contract/task order. Review the Contractor's invoices/vouchers for reasonableness and applicability to the contract/task order and recommend approval or rejection for payment;

h. Perform, or cause to be performed, inspection, acceptance, or rejection of the services or deliverables under the contract/task order;

i. Review progress reports from the Contractor and advise the Contracting Officer of any Contractor problems or action required to be taken by the Government;

j. Monitor the contractor's performance, notify the contractor of deficiencies observed during surveillance and direct appropriate action to effect correction. Record and report to the contracting officer incidents of faulty or nonconforming work, delays or problems; and

k. Coordinate site entry for contractor personnel and ensure that any Government furnished property is available when required.

### **3. Limitations**

You must adhere to the following limitations:

a. You are not empowered to award, agree to, or sign any contract (including task/delivery orders) or modification thereto, or in any way obligate the payment of money by the Government;

b. You must not take any action that may impact on contract or task/delivery order schedules, funds, or scope; and

c. You must not make any contractual agreements, commitments, or modifications that involve prices, quantities, quality, or delivery schedules or other terms and conditions of the contract/task order.

### **4. Contract/Task Order File Content and Maintenance**

You are required to maintain a contract administration file to record all Contractor and Government actions pertaining to the contract/task order. The files should be organized and saved in the Electronic Contract File (ECF). At a minimum, the COR file must contain the following:

a. A copy of your letter of appointment from the contracting officer, a copy of any changes to that letter, and a copy of any termination letter;

b. A copy of the contract/task order or the appropriate part of the contract/task order and all modifications thereto;

c. A copy of the applicable quality assurance (QA) surveillance plan;

- d. All correspondence initiated by the functional representative concerning performance of the contract/task order;
- e. Record of inspections performed and their results;
- f. Memoranda for record or minutes of any pre-performance conference(s); and
- g. Memoranda for record or minutes of any meetings and discussions with the contractor, or others, pertaining to the contract/task order or contract/task order performance.

#### **5. Standards of Conduct/Conflict of Interest**

In the performance of the duties delegated to you in this letter, you are cautioned that you could be held personally liable for actions taken or directions given by you to the contractor that are beyond the authorities given to you in this letter. The duties or authorities in this letter are not delegable; therefore, you must advise the contracting officer immediately when you are unable to perform these duties.

A COR who may have direct or indirect financial interests which would place the COR in a position where there is a conflict between the COR's private interests and the public interests of the United States shall advise the supervisor and the contracting officer of the conflict so that appropriate actions may be taken. CORs shall avoid the appearance of a conflict of interests to maintain public confidence in the U.S. Government's conduct of business with the private sector. To avoid improper business practices and personal conflicts of interest and to deal with their apparent or actual occurrences, the COR shall sign any applicable non-disclosure forms.

#### **ACKNOWLEDGEMENT AND ACCEPTANCE OF COR APPOINTMENT**

You are required to acknowledge receipt of this designation and upload the signed designation letter to the Electronic Contract File (ECF). Your signature also serves as certification that you have read and understand the contents of 5 CFR Part 6701. A copy of this designation should be retained for your file.

Receipt of this appointment is hereby acknowledged:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



### ATTACHMENT 3 List of Acronyms

Acronym	Description
BA	Business Analysis
BPR	Business Process Re-Engineering
CCB	Change Control Board
CCMB	Configuration Change Management Board
CCR	Change Control Register
CDBG	Community Development Block Grant Program
CDBG-DR	Community Development Block Grant Disaster Recovery
CM	Configuration Management
CoC	Continuum of Care
COOP	Continuity of Operations
COR	Contracting Officers Representative
CP	Contingency Plan
CPD	Community Planning and Development
DME	Development/Modernization/Enhancement
DRD	Disaster Recovery Drill
DRGR	Disaster Recovery Grant Reporting
DSAG	Data Steward Advisory Board
EA	Enterprise Architecture
EDI	Electronic Data Interchange
EIT	Electronic and Information Technology
ESG	Emergency Shelter/Solutions Grant
e-snaps	electronic Special Needs Assistance Programs Systems
EVM	Earned Value Management
FFMIA	Federal Financial Management Improvement Act
FISMA	Federal Information Security Management Act
FMFIA	Federal Managers Financial Integrity Act
GIS	Geographic Information System
GMP	Grants Management Process
GPRA	Government Performance and Results Act of 1993
GSC	Geocode Service Center
HARTS	HUD Application Release Tracking System
HEROS	HUD Environmental Review Online System
HITS	HUD Information Technology Services
HOME	Home Investment Partnership Program
HOPWA	Housing Opportunities for Persons with AIDS
HPRP	Homeless Prevention and Rapid Re-Housing Program
HRMB	HITS Requests Management Board
HTF	Housing Trust Fund Program

Acronym	Description
HUD	Housing and Urban Development
ICD	Interface Control Document
IDIS	Integrated Disbursement and Information System [online]
IPT	Integrated Project Team
IT	Information Technology
LL	Lessons Learned
LOCCS	Line of Credit Control System-A76
LOE	Level of Effort
NLT	No Later Than
NSP	Neighborhood Stabilization Program
OCFO	Office Chief Finance Officer
OCIO	Office Chief Information Officer
OCRPM	Office of Customer Relationship and Performance Management
OLAP	Online Analytical Processing
OMB	Office Management and Budget [White House]
OTAM	Office of Technical Assistance and Management
OVC	Operational Verification Checklist
PCR	Project Completion Report
PMBOK	Project Management Body of Knowledge [Guide]
PMI	Project Management Institute
PMLC	Project Management Life Cycle
POA&M	Plan of Action & Milestones
POC	Points of Contact
PPM	Project Planning and Management
PWP	Project Work Plan
QA	Quality Assurance
QAP	Quality Assurance Plan
QASP	Quality Assurance Surveillance Plan
RA	Risk Assessment
RDD	Requirements Definition Document
RIF	Rural Innovation Fund
RMP	Risk Management Plan
RN	Release Notes
RP	Release Plan
RR	Risk Register
RTM	Requirements Traceability Matrix
SAD	Solution Architecture Document
SDED	Systems Development and Evaluation Division
SMP	Staffing Management Plan
SPUFI	SQL Processing Using File Input

Acronym	Description
SQL	Structured Query Language
SS	Steady State Operations
SSP	System Security Plan
TA	Technical Assistance Grants
TCAP	Tax Credit Assistance Program
TDD	Technical Design Document
TOR	Task Order Request
TP	Test Plan
TPOCs	Technical Points of Contact
TR	Test Report
TRM	Technical Reference Model
UAT	User Acceptance Testing
V&V	Verification and Validation
WBS	Work Breakdown Structure

**ATTACHMENT 4**

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS  
*OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30***

***Standard Form 1449 (SF1449)***

Please see separate attachment on the Information Technology Solution Shop (ITSS) website located at <https://web.itss.gsa.gov>.

## ATTACHMENT 5

### Questions and Answers Template

Company Name:

Solicitation Number: **ID11170001**

Note to Offerors: Please provide the specific paragraph reference using the Section/Sub-Section numbers in the solicitation.

[illegible]







## ATTACHMENT 6 CORPORATE NONDISCLOSURE AGREEMENT

AN AGREEMENT BETWEEN [INSERT NAME OF CONTRACTOR]  
AND THE UNITED STATES

1. Intending to be legally bound, [INSERT NAME OF CONTRACTOR] hereby accepts the obligations contained in this agreement in consideration of [INSERT NAME OF CONTRACTOR] being granted access to sensitive data. As used in this Agreement, sensitive data is marked or unmarked “sensitive but unclassified information” (SBU), including oral communications, that meets the standards set by Office of Management and Budget (OMB) Circular A-130 Appendix 3 and the [INSERT NAME OF CLIENT AGENCY]. I understand any data or systems of records protected from unauthorized disclosure by the provisions of Title 5, United States Code Sections 552 (often referred to as (“The Freedom of Information Act”) and 552a (“The Privacy Act”) is/are sensitive data. In addition, other categories of information, including but not limited to medical, personnel, financial, investigatory, visa, law enforcement or other information which, if released, could result in harm or unfair treatment to any individual or group, or could have a negative impact upon individual privacy, federal programs, or foreign relations is sensitive data. The term includes data whose improper use or disclosure could adversely affect the ability of the Agency to accomplish its mission, as well as proprietary data and information received through privileged sources. Data of this type which requires protection and limited dissemination must be designated by any official having signing authority for the material. I understand and accept that by [INSERT NAME OF CONTRACTOR] being granted access to sensitive data, special confidence and trust has been placed in me by the United States Government.

2. [INSERT NAME OF CONTRACTOR] acknowledge that it has been given access to [INSERT NAME OF CLIENT AGENCY] sensitive data to facilitate the performance of duties assigned to it for compensation. [INSERT NAME OF CONTRACTOR] understands its responsibility to safeguard sensitive data disclosed to it, and to refrain from disclosure sensitive data to persons not requiring access for performance of official duties. Before disclosing sensitive data, [INSERT NAME OF CONTRACTOR] must determine the recipient’s “need to know” or “need to access” sensitive data.

3. [INSERT NAME OF CONTRACTOR] has been advised that any breach of this Agreement may result in the termination of [INSERT NAME OF CONTRACTOR] access to sensitive data, which, if such termination effectively negates [INSERT NAME OF CONTRACTOR] ability to perform assigned duties, may lead to the termination of this contract and/or other relationships with the Departments or Agencies that granted it access. [INSERT NAME OF CONTRACTOR] is aware that unauthorized release or mishandling of sensitive data may be grounds for adverse action against [INSERT NAME OF CONTRACTOR]. In addition, should [INSERT NAME OF CONTRACTOR] misuse records requiring protection under the Privacy Act, [INSERT NAME OF CONTRACTOR] has been advised that unauthorized disclosure of data protected by the Privacy Act may constitute a violation, or violations, of United States criminal law, and that Federally-affiliated workers (including some contract employees) who violate privacy safeguards may be subject to disciplinary actions, a fine up to \$5,000.00, or both.

4. [INSERT NAME OF CONTRACTOR] understands that all sensitive data to which [INSERT NAME OF CONTRACTOR] has access or may obtain access by signing this Agreement is now and will remain the property of, or under the control of the United States Government. [INSERT NAME OF CONTRACTOR] agrees that it must return all sensitive data which has, or may come into its possession or for which it is responsible because of such access:

- (a) upon demand by an authorized representative of the United States Government; or
- (b) upon the conclusion of the contract or other relationship with the Department or Agency that last granted me access to sensitive data; or
- (c) upon the conclusion of the contract or other relationship that requires access to sensitive data.

Unless and until [INSERT NAME OF CONTRACTOR] is released in writing by an authorized representative of the United States Government, [INSERT NAME OF CONTRACTOR] understands that all conditions and obligations imposed upon it by this Agreement apply during the time [INSERT NAME OF CONTRACTOR] is granted access to sensitive data, and at all times thereafter.

5. In accordance with Public Law No. 108-447, Consolidated Act, 2005, the following is applicable:

These restrictions are consistent with and do not supersede, conflict with, or otherwise alter the employee obligations, rights, or liabilities created by Executive Order No. 12958; section 7211 of title 5, United States Code (governing disclosures to Congress); section 1034 of title 10, United States Code, as amended by the Military Whistleblower Protection Act (governing disclosure to Congress by members of the military); section 2302(b)(8) of title 5, United States Code, as amended by the Whistleblower Protection Act (governing disclosures of illegality, waste, fraud, abuse or public health or safety threats); the Intelligence Identities Protection Act of 1982 (50 U.S.C. 421 et seq.) (governing disclosures that could expose confidential Government agents); and the statutes which protect against disclosure that may compromise the national security, including sections 641, 793, 794, 798, and 952 of title 18, United States Code, and section 4(b) of the Subversive Activities Act of 1950 (50 U.S.C. 783(b)). The definitions, requirements, obligations, rights, sanctions, and liabilities created by said Executive order and listed statutes are incorporated into this agreement and are controlling.'

6. [INSERT NAME OF CONTRACTOR] further agrees:

(a) Signed Agreements. The Contractor further agrees to sign an agreement to this effect with carriers, and other private or public entities providing proprietary data for performance under this contract. As part of this agreement, the Contractor will inform all parties of its agreement to allow certain Government designated contractor's access to all data as described in paragraph (c) below. One copy of each signed agreement shall be forwarded to the Contracting Officer (CO).

(b) Government Designated Contractors. The Contractor agrees to allow the below listed Government-designated support contractors, possessing appropriate proprietary agreements and retained by the Government to advise the Government on cost, schedule and technical matters pertaining to this acquisition, access to any unlimited rights data acquired under the terms and conditions of this contract and to sign reciprocal nondisclosure agreements with them. One copy of each signed agreement shall be forwarded to the CO.

List designated contractors:

---

---

---

---

All Government-designated contractors stated herein, or added at a future date shall also enter into nondisclosure agreements with all parties providing proprietary information to the contractor.

(c) Remedy for Breach. The Contractor agrees that any breach or violation of the certifications or restrictions of this clause shall constitute a material and substantial breach of the terms, conditions and provisions of the contract and that the Government may, in addition to any other remedy available, terminate this contract for default in accordance with the provisions of FAR 52.249-6. Nothing in this clause or contract shall be construed to mean that the Government shall be liable to the owners of proprietary information in any way for the unauthorized release or use of proprietary information by this contractor or its subcontractors.

**GOVERNMENT WITNESS**

THE EXECUTION OF THIS AGREEMENT WAS  
WITNESSED BY THE UNDERSIGNED

**CONTRACTOR ACCEPTANCE**

THE UNDERSIGNED ACCEPTED  
AGREEMENT ON BEHALF OF  
[INSERT NAME OF CONTRACTOR]  
BEFORE ACCESSING SENSITIVE  
DATA OF THE UNITED STATES  
GOVERNMENT.

\_\_\_\_\_  
SIGNATURE DATE

\_\_\_\_\_  
SIGNATURE DATE

TITLE/POSITION: \_\_\_\_\_

TITLE/POSITION: \_\_\_\_\_

TITLE/POSITION: \_\_\_\_\_

## ATTACHMENT 7

### Key Personnel Qualification Matrix (To be removed at time of award)

#### KEY PERSONNEL QUALIFICATIONS MATRIX

Proposed Personnel Name: John Smith

Proposed meets the TO requirements for: Program Manager

Proposed meets the requirements of the Basic Contract for Labor Category: Program Manager

Proposed meets the TO Clearance Level requirements: See Section:

Proposed person is available to begin work at Task Order Award:

Requirements (Task Order Request Section )	Years of Experience	Description of qualifications and experience
Desired Qualification(s):		

Note: Multiple pages for qualifications are acceptable.

See page limitations in Section L.5.3.3 for KEY PERSONNEL QUALIFICATION MATRIX.

The Contractor shall include a Letter of Commitment (LOC) for each Key Personnel.  
The LOC is not included under the page count in Section L.5.3.3.

END OF EXAMPLE

**ATTACHMENT 8**  
**PROJECT STAFFING PLAN TABLE**  
**BASE PERIOD**

[illegible]

[illegible]

[illegible]



[illegible]

[illegible]

## ATTACHMENT 9

### PROBLEM NOTIFICATION REPORT FORM

**Task Order Number:**

**Date:**

\_\_\_\_\_

\_\_\_\_\_

1. Nature and sources of problem:
2. COTR was verbally notified on: (date) \_\_\_\_\_
3. Is action required by the Government? Yes\_\_\_\_\_ No\_\_\_\_\_
4. If YES, describe Government action required and date required:
5. Will problem impact delivery schedule? Yes\_\_\_\_\_ No\_\_\_\_\_
6. If YES, identify what deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes\_\_\_\_ No\_\_\_\_\_
8. Describe corrective action needed to resolve problems:
9. When will corrective action be completed?
10. Is increased cost to the Government anticipated? Yes\_\_\_\_\_ No\_\_\_\_\_

**Explain impact:**

**ATTACHMENT 10  
PROJECT EXAMPLE TEMPLATE**

**PROJECT TITLE:**

---

Project #	Contact Information (Company Name, POC, Tel# & Email)		Performance Period	
Contract Number		Total Dollar Value	Contract Type	Indicate if you were a Prime or Subcontractor
		\$		
Description of Related Services				

## Attachment 11 Current Systems Environment, Specifications, and Historical Data

### Integrated Disbursement and Information System (IDIS) Online

#### *System description*

IDIS Online is a web-based post-award grants management application providing real-time financial disbursement, tracking, and reporting of grant activities. IDIS Online helps HUD administer the Community Development Block Grant Program (CDBG), HOME Investment Partnership Program (HOME), Emergency Solutions Grants (ESG), Housing Trust Fund (HTF), and both the formula and competitive Housing Opportunities for People with AIDS (HOPWA) programs. IDIS Online also supports the following ARRA Recovery Act programs: Community Development Block Grant Recovery (CDBG-R), Tax Credit Assistance Program (TCAP), and Homeless Prevention and Rapid Re-Housing Program (HPRP). IDIS Online supports more 14,000 users representing than 1,200 state and entitlement grantees participating throughout the United States, Puerto Rico and other insular areas.

Grantees use IDIS Online for strategic planning (Consolidated Plan and Annual Action Plan), to initiate activities linked to goals in their Consolidated Plans, assign funding to activities, drawdown grant money, track receipt and use of program income, and report activity and year-end program accomplishments. Grantees also use IDIS Online to track environmental reviews required for grant activities involving construction. In an average year IDIS Online tracks about \$7 billion in transactions.

Grantees also use IDIS Online for environmental review record (ERR) preparation using the HUD Environmental Review Online System (HEROS).

#### *IDIS Online Historical Data and System Projections*

In the previous two years of existing task order performance, IDIS Online experienced five(5) DME work requests and four (4) Corrective Maintenance work requests. Over this period of time, costs associated with individual IDIS Online DME work requests ranged from \$81,000 to \$700,000 and costs associated with individual IDIS Online Corrective Maintenance work requests ranged from \$16,700 to \$428,000. Overall costs associated with both IDIS Online DME and Corrective Maintenance work requests totaled approximately \$3.6M over this period of time. The most recent four-years task order period of performance resulted in approximately \$9.4M in IDIS Online DME and Corrective Maintenance work requests for the entire period of performance. Costs associated with IDIS Online Corrective Maintenance work requests are expected to increase between approximately 5% and 10% over the next five years of task order performance.

*Technical specifications and current estimated levels of effort*

Environment	J2EE, Linux Weblogic. Public-facing, web-based.
Database technology	Oracle 12c
Reporting / Business Intelligence	Microstrategy 9.4 with nightly OLAP (HUD enterprise service) 3,562 grid reports 325 documents/dashboards
Authentication	SiteMinder single sign-on (HUD enterprise service, WD for internal HUD users, LDAP for external), role-based
Interfaces	Electronic Data Interchange (EDI) CPD Maps Line of Credit Control System (LOCCS) GMP-L GMP-M HUD Geocode Service Center SiteMinder MicroStrategy HUD Enterprise Geographic Information System (EGIS) Database HUD Exchange Website
Estimated user community	6,000 grantee users 300 HUD users
Estimated current # of Data Correction Scripts per month	50 – 60
Estimated current # of ad-hoc queries per month	10-15
Estimated current # of Tier 2 support tickets per month	45-55
Estimated current # of tickets requiring checking set-up of banking in LOCCS or researching disbursement issues per month	0-5
Estimated current # of data files to load each fiscal year	2-4
Estimated current # of new SQL queries written for data quality check reports per year	0-5
Estimated current # of COOP/Disaster Recovery drills per year	1
Estimated frequency of IPT meetings per year	Bi-weekly when DME or Corrective Maintenance work requests are active; monthly otherwise
Estimated # of releases per	2-6

year	
Hours of Operation	7:00am – 10:00pm Eastern, Mon-Sat. (Autosys OLAP refresh, LOCCS transfer, & backup jobs at various intervals overnight and on Sunday.)

*More information about IDIS Online*

<https://www.hudexchange.info/programs/idis/>

## **Disaster Recovery Grant Reporting (DRGR) System**

### *System description*

DRGR is a web-based grants management application providing real-time financial disbursement, tracking, and reporting activities for HUD's disaster grant programs. DRGR enables grantees to establish strategic plans, citizen participation plans, and action plans; draw program funds; and report on the activities, beneficiaries, properties, matching funds, and other accomplishment data. DRGR provides timely performance information regarding accomplishments achieved with use of program funds, pursuant to the Government Performance and Results Act of 1993 (GPRA) and program regulations. DRGR supports the following programs: Disaster Recovery Grants, Neighborhood Stabilization Programs (NSP1, NSP2, and NSP3), Rural Innovation Fund (RIF), and OneCPD Technical Assistance Grants.

HUD staff use DRGR to carefully monitor grantee compliance with the terms and objectives of the grant, and track grantee progress. DRGR is an efficient reporting and tracking system for Action Plans and Quarterly Performance Reports from grantees.

Disaster Recovery Grants and other special appropriations address the impact of disasters and other urgent community redevelopment needs. The programs help grantees rebuild and revitalize distressed communities. Grantees include eligible cities, counties, states, and/or Indian reservations, many of which often are also CDBG grantees. The NSP and RIF programs are directly addressing the national foreclosure crisis by stabilizing housing values, revitalizing neighborhoods, and promoting economic development. DRGR is also being used for disbursements and data collection for the OneCPD Technical Assistance program, where contractors under Cooperative Agreements providing training and other services directly to grantees to build their capacity.

CPD added additional enhancements related to system performance, security controls, OLAP business intelligence reporting capability, and financial controls in FY2011 and FY2012.

### *DRGR Historical Data and System Projections*

In the previous two years of existing task order performance, DRGR experienced six (6) Corrective Maintenance work requests. Over this period of time, costs associated with DRGR Corrective Maintenance work requests ranged from \$35,937 to \$303,510. Overall costs associated with DRGR Corrective Maintenance work requests totaled approximately \$977,000 over this period of time. The most recent five-year task order period of performance resulted in approximately \$6.05M in DRGR DME and Corrective Maintenance work requests for the entire period of performance. Costs associated with DRGR DME and Corrective Maintenance work requests are expected to continue this trend on the awarded task order. DME enhancements for DRGR are less predictable than other systems, due to the nature of natural disasters and disaster recovery appropriations.

#### *Technical specifications and current estimated levels of effort*

Environment	J2EE, Linux Weblogic. Public-facing, web-based
Database technology	Oracle 12c
Reporting / Business Intelligence	Microstrategy 9.4 with nightly OLAP (HUD enterprise service) 525 grid reports 13 documents/dashboards
Authentication	SiteMinder single sign-on (HUD enterprise service, WD for internal HUD users, LDAP for external), role-based
Interfaces	LOCCS HUD Geocode Service Center
Estimated user community	600 HUD users 3,000 grantee users
Estimated current # of Data Correction Scripts per month	10-12
Estimated current # of ad-hoc queries per month	5-12
Estimated current # of Tier 2 support tickets per month	20-30
Estimated current # of tickets requiring checking set-up of banking in LOCCS or researching disbursement issues per month	0-5
Estimated current # of data files to load each fiscal year	0
Estimated current # of new SQL queries written for data quality check reports per year	0-5
Estimated current # of COOP/Disaster Recovery drills per year	1
Estimated frequency of IPT	weekly when DME or Corrective Maintenance



meetings	work requests are active; monthly otherwise
Estimated # of releases per year	2-4
Hours of Operation	8:00am – 10:00pm Eastern. (OLAP refresh, backups overnight)

*More information about DRGR*

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/comm\\_planning/communitydevelopment/programs/drsi/drgrs](http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs/drsi/drgrs)

## **Electronic Special Needs Assistance Program Processing System (e-snaps)**

### *System description*

E–snaps, a mixed financial system, is a web–based system used by CPD staff to automate the HEARTH Homeless Assistance grants competition, including: the intake of grant applications; the ranking of applications by each CoC; the routing, review, and assessment of applications in both Headquarters and Field Offices; the award notification process; the management of grant agreements; and the management of pre–award issues and conditions. *E–snaps* data are used in the funding line determination and scoring and award selection process. E–snaps directly supports HUD's Strategic Goal 2A to end homelessness and Strategic Goal 5C to create and use flexible, modern systems. *E–snaps* supports submission of grantees' annual performance reports that review the agency's success or failure in meeting its targeted performance goals. Capabilities provided by e–snaps create cost avoidance for a \$1,500,000 annual data entry and verification contract as all application data is received and scored on–line.

For the FY 2015 competition, HUD processed 8777 grant applications and enabled HUD award \$1,939,770,967 in homeless assistance. *e–snaps*

### *System Technical Environment*

*e–snaps* comprises: Commercial Off The Shelf (COTS) Enterprise Grants Management (EGM) software solution Grantium provided by CSDC Systems (web and application servers); Oracle 11g database layer; MicroStrategy Business Intelligence including associated SiteMinder and the Active Directory (AD) or Lightweight Access Directory Protocol (LDAP) Single Sign-On components. Grantium is integrated in JAVA 2 Enterprise Edition (J2EE). Due to the portable nature of J2EE, *e–snaps* was moved from a Solaris–Unix environment to a Linux / JBoss environment in June of 2012.

The legacy SNAPS system (client-server version) was implemented and went live in 1998. *e–snaps* was created using Grantium platform in 2008. After significant re-engineering to meet new HEARTH Act of 2009 regulations, the system entered the Operation & Maintenance Phase of its lifecycle in 2014

*e–snaps* currently uses Grantium software. However, *e–snaps* is not a simple off-the-shelf implementation of this COTS tool. Significant configuration is needed each year to

prepare the system for the HEARTH CoC competitions, which have very complex business rules, forms, and calculations adjusted each year. The HEARTH program is a two-tiered competition akin to a parent-child relationship. Approximately 400 regional “continuum” register each year to establish geographic service areas, then 8,000 or more individual service providers apply to fill one or more specific activity types. Program regulations require continuums to coordinate a balance of services appropriate to the needs of their geographic service area. Due to this unique set of business requirements, it is essential that the Contractor have personnel who are experts in custom configuration of Grantium software and have understanding of the HEARTH Continuum of Care program regulations.

### *E-snaps Historical Data and System Projections*

In the previous three years of existing task order performance, *e-snaps* experienced one (1) DME work request and three (3) Corrective Maintenance work requests. Over this period of time, costs associated with *e-snaps* DME work requests ranged from \$21,000 to \$950,000 and costs associated with *e-snaps* Corrective Maintenance work requests ranged from \$350,000 to \$1,200,000. Overall costs associated with both *e-snaps* DME and Corrective Maintenance work requests totaled approximately \$7.8M over this three year period of time. The most recent five-year task order period of performance resulted in approximately \$12.3M in *e-snaps* DME and Corrective Maintenance work requests for the entire period of performance. Costs associated with *e-snaps* Corrective Maintenance work requests are expected to continue the same trend on the awarded task order, while DME costs are expected to decrease significantly, as this system has stabilized in an Operations and Maintenance state.

### *Technical specifications and current estimated levels of effort*

Environment	CSDC Grantium COTS Linux Weblogic. Public-facing, web-based.
Database technology	Oracle 12c
Reporting / Business Intelligence	Microstrategy 9.4 with nightly OLAP (HUD enterprise service) 51 grid reports 13 documents/dashboards
Authentication	Custom, role-based, not integrated with SiteMinder or any other Single Sign-On tool.
Interfaces	None
Estimated user community	500 HUD users 10,000 to 15,000 applicants and/or current users
Estimated current # of Data Correction Scripts per month	0-20
Estimated current # of ad-hoc queries per month	10-125 (large library of queries available but program office occasionally request modifications to existing queries or new queries)
Estimated current # of Tier 2 support tickets per month	20-500 (significantly higher volume during live grant competitions)

Estimated current # of tickets requiring checking set-up of banking in LOCCS or researching disbursement issues per month	0 (no LOCCS interface)
Estimated current # of data files to load each fiscal year	0
Estimated current # of new SQL queries written for data quality check reports per year	0
Estimated current # of COOP/Disaster Recovery drills per year	1
Estimated frequency of IPT meetings	Weekly when DME or Corrective Maintenance work requests are active; monthly otherwise.
Estimated # of releases per year	1-3 (typically Microstrategy or Grantium version only)
Hours of Operation	6:30am – 2:00am Eastern (backup 2:00am-6:30am)

*More information about e-snaps*

<https://esnaps.hud.gov/grantium/frontOffice.jsf>

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/comm\\_planning/homeless](http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/homeless)

## **Grants Management Process (GMP) System**

### *System description*

GMP is an internal system used by HUD staff only for monitoring of grants and grantees, and for tracking internal management processes related to the grants oversight functions performed by field staff. CPD administers 20 grant programs that distribute approximately \$8 billion annually to over 9,000 formula and competitive grantees across the nation. Proper oversight and management of grantees, especially "high risk" grantees, is essential to reduce the risk of waste, fraud, and abuse and therefore is a high priority for CPD.

GMP is in the midst of a multi-phase modernization process. GMP consists of approximately 12 modules that exist in three distinct applications: GMP Legacy (GMP-L), GMP Monitoring Exhibits Module (GMP-M), and Re-engineered GMP (GMP-R).

#### GMP-L functions:

- Legacy tracking of grantee monitoring or other findings
- Legacy tracking of submission and review of Consolidated Annual Performance and Evaluation Reports
- Provides capability to create and track work plans for HUD Field Office reviewers
- Tracks the Technical Assistance for grantees

- Tracks consultation between field office staff and grantees
- Tracks environmental risk analysis of grantees
- Tracks annual community assessment and program year letters, giving grantees suggestions for improvement

#### GMP-M functions:

The GMP Monitoring Exhibits Module is a web-based application that supports the electronic submission of over 150 Grantee Monitoring Handbook exhibits. Each exhibit is used for a specific grantee monitoring function and based on CPD program regulations and compliance rules. The GMP Monitoring Exhibits Module provides an automated process for greater coordination between the HUD Field Offices and HUD HQ Office in the support and management of the formula and competitive grantees' monitoring.

- Field Office documentation of monitoring events
- Data entry for monitoring exhibits (check-lists) used in the monitoring process.
- Attach supporting documents to the monitoring sessions
- Evaluation of the monitoring session by an approver, including attaching comments
- Attaching monitoring Letter.
- Audit trails of monitoring
- Microstrategy reports
- Place-based, cross-program Matrix report and dashboard with near-real-time grant expenditure data via IDIS interface and via manual monthly upload of LOCCS files.

#### GMP-R

- Rates/ranks grantees at a HUD Field Office level based on risk analysis formulas
- Urban County module
- Congressional Release module
- Grantee administration
- Tracking of submission and review of Consolidated Annual Performance and Evaluation Reports
- Reference data
- Field workplan module and scheduler
- Ad-hoc Technical assistance
- Reports

#### *GMP Historical Data and System Projections*

In fiscal years FY2012 through FY2016 for existing task order performance, GMP completed (9) DME and ranging from \$54,000 to \$898,000 and (6) Corrective Maintenance work requests totaled \$944,000. Overall costs associated with both GMP DME and Corrective Maintenance work requests totaled approximately \$3.7M over this period of time. The prior recent five-year task order period of performance resulted in approximately \$4M in GMP DME and Corrective Maintenance work requests for the

entire period of performance. Costs associated with GMP Corrective Maintenance work requests are expected to continue this trend on the awarded task order, while DME costs will remain steady or decrease as the system approaches replacement or retirement.

*Technical specifications and current estimated levels of effort*

GMP-L

Environment	PowerBuilder, Client-Server, 43 physical Windows 2003 servers (1 at each field office)
Database technology	Microsoft SQL 2008
Reporting / Business Intelligence	None
Authentication	Custom; internal, no single-sign on
Interfaces	IDIS, GMP-M
Estimated user community	400 HUD users (internal only)
Estimated # of releases per year	0
Hours of Operation	23 hours/day (down for backups 8-9pm EST)

- Interface with IDIS Online (receives data about new grants entered in IDIS Online)

GMP-M

Environment	J2EE, web-based, internal only, SUN Solaris
Database technology	Oracle 12c
Reporting / Business Intelligence	MicroStrategy 9 business intelligence reporting tool with OLAP 100 grid reports 12 documents/dashboards, including cross-program Matrix reports
Authentication	SiteMinder single sign-on (HUD enterprise service, WD for internal HUD users), role-based
Interfaces	IDIS GMP-L OCFO Financial Data Mart
Estimated user community	750 HUD users (internal only)
Estimated # of releases per year	2-4
Hours of Operation	22 hours/day (several backup, file transfer, and autosys processes at various times overnight)

GMP-R

Environment	J2EE, web-based, internal only, Linux, Weblogic
Database technology	Oracle 12c
Reporting / Business Intelligence	MicroStrategy 9 business intelligence reporting tool with OLAP
Authentication	SiteMinder single sign-on (HUD enterprise service, WD for internal HUD users), role-based
Interfaces	None at this time.
Estimated user community	400 HUD users (internal only)
Estimated # of releases per year	2-4
Hours of Operation	23 hours/day planned, with overnight backups

Across the GMP modules combined:

Estimated current # of Data Correction Scripts per month	2-10
Estimated current # of ad-hoc queries per month	2-4
Estimated current # of Tier 2 support tickets per month	0-10
Estimated current # of tickets requiring checking set-up of banking in LOCCS or researching disbursement issues per month	0 (no LOCCS interface)
Estimated current # of data files to load each fiscal year	12-20
Estimated current # of new SQL queries written for data quality check reports per year	0
Estimated current # of COOP/Disaster Recovery drills per year	1
Estimated frequency of IPT meetings	weekly when DME or Corrective Maintenance work requests are active; monthly otherwise

*More information about Grantee monitoring:*

[https://www.hud.gov/program\\_offices/administration/hudclips/handbooks/cpd/6509.2](https://www.hud.gov/program_offices/administration/hudclips/handbooks/cpd/6509.2)

**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME I - PRICE Q&A (INCLUDING INSTRUCTIONS TO OFFERORS & ATTACHMENTS)**

**Solicitation Number: ID11170001**

**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
B.1.1	B.1.1 BASE PERIOD: APRIL 26, 2018 - APRIL 25, 2019 (12 MONTHS)	The CLIN 002 Task 5 DME is estimated at \$1,500,000 for the Base Period. This amount is approximately less than half of the Task 5 DME for all other Option Years. Are there specific, prioritized business needs that must be addressed in the base year?	CLIN 002 Task 5 DME for the base year will be revised to \$3M.
B.2.1 L.2.1 PARAGRAPH B	B.2.1 ALLIANT 2 GWAC UNRESTRICTED CONTRACT ACCESS FEE (CAF) L.2.1 GENERAL INSTRUCTIONS	There are some references throughout the solicitation about Alliant 2 GWAC Unrestricted. Since this solicitation is released under Alliant1, will the Government remove these references?	The solicitation was released under Alliant. Modification No. AA-01 was issued on 11/8/17 removing Alliant 2 GWAC Unrestricted. Additionally, any references made to Alliant 1 and Alliant 2 were changed to read "Alliant."
L.5.2	SUBMISSION OF WRITTEN PRICE PROPOSAL (VOLUME I)	Section L.5.2 is titled Submission of Written Price Proposal, but does not specify a number of copies nor where to deliver. Can we assume an electronic submission is sufficient for the price proposal?	The Government does not require copies of the written price proposal.  Please note that Section L.5.2 has been revised to remove the requirement to submit email submissions.
L.5.3	SUBMISSION OF WRITTEN PRICE PROPOSAL (VOLUME I)	This section states the the Offeror shall provide five (5) paper copies containing all required sections of this Volume II. There are no instructions regarding paper copies of Volume I, the Price Proposal. Please confirm that Offerors are not required to deliver paper copies of Volume I, the Price Proposal.	The Government does not require copies of the written price proposal.  Please note that Section L.5.2 has been revised to remove the requirement to submit email submissions.
L.5.3	SUBMISSION OF WRITTEN TECHNICAL PROPOSAL (VOLUME II)	Section L.5.3 specifies the delivery of hardcopy of the technical proposal, in addition to the electronic submission discussed in L.5.1. Would the government consider removing the requirement for hardcopy submission?	No. The Government requires hard copies of Volume II- Technical Proposal only. Failure to submit the required copies by the proposal due date may be considered non-responsive.
L.5.3	SUBMISSION OF WRITTEN TECHNICAL PROPOSAL (VOLUME II)	Section L.5.3 states that a table of contents shall be included, but does not specifically exclude it from the page count, but in the subsections to L.5.3 the page allocations add to the total of 60 pages for the section. Can the government confirm that the table of contents is outside of page count?	The table of contents is excluded from the page count.



**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME I - PRICE Q&A (INCLUDING INSTRUCTIONS TO OFFERORS & ATTACHMENTS)**

**Solicitation Number: ID11170001**

**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
L.5.3	SUBMISSION OF WRITTEN TECHNICAL PROPOSAL (VOLUME II)	No mention is made of an Acronym list, but we have found one to be useful to reviewers. Would the government consider allowing us to include an acronym list, and also have that list be outside of page count?	Any supporting documentation or attachments submitted by the contractor shall be included under the page count, unless specified otherwise in the TOR.
Section L.5.3, paragraph #3, page 82	SUBMISSION OF WRITTEN TECHNICAL PROPOSAL (VOLUME II)	Would the Government allow Arial Narrow font in tables and graphics?	Yes, Arial Narrow font is acceptable for the tables and graphics.
Section L.5.3, paragraph #3, page 82  Section L.5.3.2(b)	SUBMISSION OF WRITTEN TECHNICAL PROPOSAL (VOLUME II)  TECHNICAL APPROACH (TAB B)	Section L.5.3 indicates the contractor's Transition-In Plan is included as part of the 60 page limit. Is it the Government's expectation that vendors provide a Work Breakdown Structure (WBS) for Transition-In with discrete tasks and timelines as part of our proposal submission or just an approach to Task 3 as indicated in L.5.3.2(b)? If a WBS is required, can this be included in an Appendix and excluded from the 60 page limit?	L.5.3 has been revised to remove the reference to the Transition-in Plan.
Section L.5.3, paragraph #3, page 82  Section L.5.3.3(a), page 84	SUBMISSION OF WRITTEN TECHNICAL PROPOSAL (VOLUME II)  EXPERIENCE (TAB C)	Since two-page resumes and Letters of Commitment (LOCs) are not included as part of the page limits, we assume it is acceptable to include both resumes and LOCs in an Appendix. Please confirm.	The requirement for resumes under L.5.3 has been removed. The contractor shall include LOCs as part of Attachment Seven (7), Key Personnel Qualification Matrix.



**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME I - PRICE Q&A (INCLUDING INSTRUCTIONS TO OFFERORS & ATTACHMENTS)**

**Solicitation Number: ID11170001**

**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
L.5.3.2	TECHNICAL APPROACH (TAB B) (MAXIMUM: 20 PAGES)	<p>The first paragraph of L.5.3.2 indicates that the following bulleted list is in addition to the attachment, apparently referring to attachment J 10, Project Example Template. L.5.3.2 then requires that the contractor submit a project example template., and that examples shall include contracts related to the grants management business process.</p> <p>Can the government confirm that we are to submit a minimum of 3 completed project example templates, at least one of which is related to the grants management business process.</p>	Yes, of the three (3) project examples, at least one (1) project shall be related to grants management business process.
L.5.3.3/84	EXPERIENCE (TAB C) (MAXIMUM: 38 PAGES)	<p>Key Personnel:a) indicates that each Key Personnel qualification Matrix is limited to 5 pages, and that the contractor can propose additional key personnel. H.1 Key Personnel, indicates 6 key personnel. If we prepare detailed matrices for these 6 personnel, as well as a few additional key personnel to complete the team, and these matrices are considered within page count for this section, that will consume most or all of the 38 page limit for this section. Would the governmetn consider placing these qualification matrices outside of the 38 page limit for this section?</p>	<p>No. There are six (6) key personnel mentioned under the TOR. The contractor shall submit a qualification matrix for each key personnel, <u>not to exceed</u> 5 pages per key personnel. If additional key personnel are proposed, it is the contractor's responsibility to submit the information within the required page limit.</p> <p>The page count for L.5.3, Submission of Written Technical Proposal (Volume II) has been revised to 68 pages. The page count for Section L.5.3.3, Experience (TAB C), is now 46 pages.</p>
L.5.3.3/84	EXPERIENCE (TAB C) (MAXIMUM: 38 PAGES)	<p>The Project Staffing Plan Table attachment includes a column to show qualifications of personnel related to their role on the project which is approximately 14 characters wide. If we include text to describe anyone's qualifications, this would force the row to be many lines long.</p> <p>a) for Key personnel, is it acceptable to reference the key personnel qualification matrix for that person?</p> <p>b) may we adjust column widths to reduce the vertical space needed for each row?</p> <p>c) may this table be considered not part of the 38 page limit for this section?</p>	The Project Staffing Plan Table shall be a part of the 46 page limit. It is not recommended to reference the key qualification matrix when completing the Project Staffing Plan Table; however, the contractor may adjust the columns under the table provided that all required columns and sections of the template remain in order.

**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME I - PRICE Q&A (INCLUDING INSTRUCTIONS TO OFFERORS & ATTACHMENTS)**

**Solicitation Number: ID11170001**

**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
L.5.3.3, KEY PERSONNEL PARAGRAPH A)	EXPERIENCE (TAB C); KEY PERSONNEL	Paragraph a) states that each Key Personnel Qualification Matrix shall be limited to 5 pages not including the signed Letter of Commitment. Is there a template Offerors should use for the Letters of Commitment? In addition, can the Letters of Commitment be provided as an additional page with each individual resume?	There is no required format for the Letter of Commitment. The contractor shall include LOCs as part of Attachment Seven (7), Key Personnel Qualification Matrix.

**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME I - PRICE Q&A (INCLUDING INSTRUCTIONS TO OFFERORS & ATTACHMENTS)**

**Solicitation Number: ID11170001**

**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
M.4 PARAGRAPH 1	PRICE PROPOSAL EVALUATION	<p>The paragraph states: "The written price proposal will be evaluated to verify that the proposed labor categories and hourly rates are contained within the Offeror's basic Alliant contract, at fully burdened rates that do not exceed the benchmark rates established for each labor category in its Alliant contract." The Alliant contract does not contain language regarding the ceiling of bench market rates.</p> <p>When specifically asked about pricing for out years beyond 2019, the Alliant KO provided the following response  "RESPONSE: Alliant has not established pricing with any of the industry partners beyond the 10-year end date. Labor rates that extend beyond the 2019 end date of the contract shall be established through negotiation with the OCO to establish fair and reasonable pricing." Pricing is negotiated between the client agency and the IP for those out years. These are out-years, not contract Option years. The contract ends at Year 10, not year 15. All Orders negotiated in years 2020 - 2024 are priced between client agencies and contractors, not the Alliant PCO and client agencies.</p> <p>Given the period of performance of this Task Order will cross the Ordering Period of the Alliant contract, can the Government confirm that rates proposed beyond 2019 are allowed an escalation and they will be negotiated with the Offeror?</p>	<p>Section M.4 has been revised to read as follows:</p> <p>"The written price proposal will be evaluated to verify that the proposed labor categories and hourly rates are contained within the Offeror's basic Alliant contract, at fully burdened rates that do not exceed the benchmark rates established for each labor category in its Alliant contract. For Labor rates that extend beyond the 2019 end date, contractors are encouraged to propose rates consistent with the escalation rate used under their existing Alliant contract; however, the OCO shall make the final determination of price fair and reasonableness using the Department of Labor's Consumer Price Index (CPI), price comparison or any other pricing strategies/ methodologies available during the time of evaluation. If fair and reasonable pricing cannot be established using the referenced methodologies then the pricing will be negotiated with the Offeror."</p>
ATTACHMENT 6	CORPORATE NONDISCLOSURE AGREEMENT	Can the Government provide instructions for the completion of Attachment 6?	The Corporate Non-disclosure Agreement is completed on behalf of the company, not the key personnel or employee. The contractor shall carefully read the document and complete the areas in red.

**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME I - PRICE Q&A (INCLUDING INSTRUCTIONS TO OFFERORS & ATTACHMENTS)**

**Solicitation Number: ID11170001**

**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
SF 1449	BOX 19, 20, 21, 22, 23 and 24	Given Section B will provide detailed cost data, can the Government confirm contractors are not required to fill out boxes 19 through 24 of the SF 1449?	Correct. The contractor is not required to complete boxes 19 through 24 of the SF1449.
CONTRACT	NO SECTION	Requiring system experience heavily favors the 10 year incumbent on this contract. Most bidders would propose talented project leaders and extend offers to the incumbents during transition in period. Could the KP requirements be adjusted to remove system specific knowledge in an effort to level the competition and allow for incumbent capture post award?	The question does not indicate a paragraph numbr or title, as requested. However, the TOR does not identify a requirement for system experience.
Attachment 8	PROJECT STAFFING PLAN TABLES	Attachment 8 includes a Staffing Plan Table for Option Year 5. Since there are only four Option Years, our assumption is this was erroneously included and we can disregard. Please confirm.	The attachment is revised to remove Option Year 5.

**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME II - TECHNICAL Q&A**

**Solicitation Number: ID11170001**

**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
C.2	BACKGROUND	What, if any, phases for CPD's grants lifecycle are currently supported by Shared Services. What agencies, outside of HUD, are providing the Shared Services? What HUD Grant Programs are supported by these Shared Services?	<p>Some phases of some CPD grant programs are supported by Shared Services, primarily the preparation and announcement of funding opportunities, and intake and some limited review, for competitive applications excluding CoC. HUD plans to increase the number of programs and processes supported by Shared Services over time.</p> <p>Shared Services are provided to HUD through Grants.gov and Department of Health and Human Services.</p> <p>The Grant Programs administered within CPD that use Shared Services in some capacity include Technical Assistance, Housing Opportunities for Persons with AIDS (HOPWA) competitive program, Rural and Section 4 Capacity Building, Rural Innovation Fund (RIF), Self-Help Homeownership Opportunity Program (SHOP).</p> <p><b>This Task Order does not provision support for these Shared Services.</b></p>
C.4	OBJECTIVE	Will the government provide the as-is EA/PPM Solution Architecture documents and Technical Design Documents for the IDIS, GMP, eSNAPS, and DRGR systems? This would help understand the software, hardware, system interfaces and operating environments of each of the systems in scope in addition to the HUD Grant programs they support.	<p>HUD keeps a library of all software documentation. This library will be accessible to the awarded contractor. CPD has no plans to provide public access to these documents during the solicitation, as information contained in these documents represent potential security vulnerabilities.</p>

**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME II - TECHNICAL Q&A**

**Solicitation Number: ID11170001**

**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
C.5.2	TASK 2 - STEADY STATE OPERATIONAL SUPPORT (FFP)	Would the Government please clarify whether or not "steady state operational support" includes the GMP Legacy system?	Attachment 11 - Current Systems Environment, Specifications, and Historical Data has been added to the TOR. The attachment does include the GMP Legacy system and therefore Steady State Operational Support for GMP-L.
C.5.2	TASK 2 - STEADY STATE OPERATIONAL SUPPORT (FFP)	Would the Government please provide the current size of the Operations support team and its labor mix?	No, the Government will not provide the current size of the operational support team and its labor mix. However, See Attachment 11, Current Systems Environment, Specifications, and Historical Data, that provides pertinent information that can be used in determining the support and labor mix.
C.5.2 & C.5.2.3	TASK 2 - STEADY STATE OPERATIONAL SUPPORT (FFP) & HELP DESK TIER 2 MONITORING	Would the Government please provide the number of users using these four IT Systems: IDIS Online; GMP; DRGR; and e-SNAPS, and approximate Tier 1 Ticket volume and percentage of these tickets escalated to Tier2?	Attachment 11 - Current Systems Environment, Specifications, and Historical Data provides the number of users for the systems. Tier 1 ticket counts are not available.
C.5.2.13	AD-HOC QUERIES	Would the Government please provide the estimated volume for ad-hoc queries based on past experience?	Estimated monthly ad hoc query volume is listed in Attachment 11 - Current Systems Environment, Specifications, and Historical Data.
C.5.2.14	FINANCIAL SYSTEM INTERFACE	Would the Government please clarify whether or not a document on the financial system interfaces and automated data transfers exists? If so, can the Government please provide this document?	These documents do exist. HUD keeps a library of all software documentation. This library will be accessible to the awarded contractor. CPD has no plans to provide public access to these documents during the solicitation, as information contained in these documents represent potential security vulnerabilities.
C.5.2.14	TASK 2 - STEADY STATE OPERATIONAL SUPPORT (FFP)	Can the Government please clarify whether or not the Line of Credit Control System-A76 (LOCCS) is planned to be replaced?	Line of Credit Control System-A76 (LOCCS) is planned for replacement in the future. Additional information is not available at this time.

**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME II - TECHNICAL Q&A**

**Solicitation Number: ID11170001**

**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
C.5.2.16	CONTINUITY OF OPERATIONS (COOP)/DISASTER RECOVERY (DR) DRILLS	Would the Government please provide the expected service level (or time delay) for bringing the DR site online?	<p>Per each Contingency Plan, HUD specifies the reconstitution targets as follows:</p> <p>If IDIS Online is unavailable for more than 48 hours or HUD makes a decision based in other events, then HUD will enter a recovery phase to restore IDIS to normal operations within 72 hours.</p> <p>If e-snaps is unavailable or inoperable as a result of an unscheduled disruption for a period of more than 72 hours, then HUD will enter a recovery phase to restore e-snaps to normal operations within 24 hours.</p>
C.5.2.4	HELP DESK TIER 2 TECHNICAL SUPPORT	Is there any requirement to provide Help Desk Tier 2 support outside of normal business hours. What is considered normal business hours?	<p>HELP DESK TIER 2 MONITORING is performed during HUD headquarters core business hours, 8:00am – 6:00pm Eastern. With West Coast Field Offices and extended system hours of operations, it is possible that escalated system issues may require HELP DESK TIER 2 TECHNICAL SUPPORT or other Operational Steady State Support tasks outside of core business hours. As listed in Attachment 11 - Current Systems Environment, Specifications, and Historical Data, the hours of operation for systems are as follows: IDIS (7:00am – 10:00pm Eastern, Mon-Sat); DRGR (Daily 8:00am – 10:00pm Eastern); e-snaps (Daily 6:30am – 2:00am Eastern).</p>
C.5.4.1	CORRECTIVE MAINTENANCE TASK SPECIFICS	<p>Pg. 28 - #8 - Section C.5.5.8 (EARNED VALUE MANAGEMENT) states that EVM is only required for DME Tasks with lifecycle development costs of \$5M or more. However, Section C.5.4.1 includes an EVM requirement for CM work. Please confirm that EVM reporting is only required for DME Tasks with costs of \$5M or more.</p>	<p>Correct, EVM reporting is ONLY required for DME Tasks with cost of \$5M or more.</p> <p>The TOR will be revised under C.5.4.1. to remove the reference to EVM previously listed under no. 8.</p>

**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME II - TECHNICAL Q&A**

**Solicitation Number: ID11170001**

**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
C.5.4.1	CORRECTIVE MAINTENANCE TASK SPECIFICS	For corrective maintenance, would the Government please clarify whether or not HUD has a preference for a certain development methodology?	The current HUD's Project Planning and Management (PPM) Life Cycle is V2.0 and it applies for Steady State Maintenance, Corrective Maintenance, and DME tasks.  <a href="https://www.hud.gov/program_offices/cio/ppm">https://www.hud.gov/program_offices/cio/ppm</a>
C.5.4.1	CORRECTIVE MAINTENANCE TASK SPECIFICS	Regarding CM efforts and Section 508 compliance, the Government has recently released a new version of the VPAT (2.0 from October 2017); which version of the VPAT does HUD require?	HUD currently uses VPAT V1.3.
C.5.4.8	TESTING	Would the Government please clarify if any of the existing regression/functional test cases are automated for these four IT systems: IDIS Online; GMP; DRGR; and e-SNAPS? If so, what software is used to automate the test cases?	CPD does not currently employ automated test scripts.
C.5.4.13	TECHNICAL DESIGN DOCUMENT	Regarding the Technical Design Document: would the Government please clarify whether or not documentation for CPD systems already exist and needs to be updated and if not, will new documentation need to be developed?	Documentation for CPD systems already exists and is current. Existing documentation is maintained with content updates resulting from software development or cyclically (such as annually for security reviews).
C.5.5.1	DME TASK SPECIFICS	Does HUD have an overall timeline & roadmap to modernize grants modules/applications? Can HUD provide that roadmap to help bidders who are not the incumbent better respond to this procurement?	HUD does not yet have a comprehensive roadmap for modernizing grants management systems. In general terms, during the period of performance, HUD plans to decommission: 1) GMP Legacy system; 2) e-snaps.
C.5.5.2	HUD PROJECT PLANNING AND MANAGEMENT (PPM) PROCESS	The HUD Project and Planning Management (PPM) follows a waterfall model; would the Government consider implementing the DME projects using agile methodologies?	The current HUD's Project Planning and Management (PPM) Life Cycle is V2.0 and it applies for Steady State Maintenance, Corrective Maintenance, and DME tasks. For the DME projects, the contract shall use agile methodologies.  <a href="https://www.hud.gov/program_offices/cio/ppm">https://www.hud.gov/program_offices/cio/ppm</a>



**QUESTIONS AND ANSWERS**  
**SYSTEM OPERATIONS AND MAINTENANCE OF CPD SYSTEMS**  
**VOLUME II - TECHNICAL Q&A**

**Solicitation Number: ID11170001**  
**Amendment AA-03**

PARAGRAPH NUMBER	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE
C.5.5.8	EARNED VALUE MANAGEMENT	Would the Government please specify when Earned Value Management (EVM) is required under this task order? Is it used only if the development costs exceeds \$5M/year OR is it required for all Labor Hour (LH) tasks?	New development and mixed lifecycle contracts for major IT investments as defined in Office of Management and Budget Circular A-11, Part 7 (in general, those with lifecycle development costs of \$5 million or more).

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE		PAGE 1 OF 1 PAGES		
2. AMENDMENT/MODIFICATION NUMBER AA-04			3. EFFECTIVE DATE see block 16c		4. REQUISITION/PURCHASE REQUISITION NUMBER		5. PROJECT NUMBER (If applicable)	
6. ISSUED BY General Services Administration Federal Acquisition Service (FAS) National Capital Region (NCR) 301 7th St., SW - Rm 6100 Washington, DC 20407			7. ADMINISTERED BY (If other than Item 6)		CODE			
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)					(X)			9A. AMENDMENT OF SOLICITATION NUMBER
					(X)			ID11170001
					(X)			9B. DATED (SEE ITEM 11) 11/02/2017
					(X)			10A. MODIFICATION OF CONTRACT/ORDER NUMBER
CODE					FACILITY CODE			10B. DATED (SEE ITEM 13)
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>								
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input checked="" type="checkbox"/> is not extended.								
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning <u>1</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.								
12. ACCOUNTING AND APPROPRIATION DATA (If required) \$0.00								
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.</b>								
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.							
<input type="checkbox"/>								
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).							
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:							
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)							
<b>E. IMPORTANT:</b> Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.								
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  The purpose of this amendment is to request additional documentation to evaluate the contractor's price proposal. The contractor shall submit supporting documentation (excel spreadsheet) to include the Alliant labor categories and rates for the Firm-Fixed Price (FFP) services (CLINS 0001, 1001, 2001, 3001 and 4001) in Schedule B for the base year and four option years. Additionally, the contractor shall include the escalation rate used to propose Option Periods 2 - 4 (B.1.3 through B.1.5) that extend beyond the expiration of the Alliant contract period ending April 30, 2019. The contractor's response is due no later than 1:00pm E.S.T., Thursday, January 18, 2018. ALL OTHER TERMS AND CONDITIONS SHALL REMAIN UNCHANGED.								
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.								
15A. NAME AND TITLE OF SIGNER (Type or print)					16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
					MARION WILLIAMS			
15B. CONTRACTOR/OFFEROR			15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
(Signature of person authorized to sign)					(Signature of Contracting Officer)			

## INSTRUCTIONS (*Back Page*):

Instructions for items other than those that are self-explanatory, are as follows:

- (a) Item 1 (Contract ID Code). Insert the contract type identification code that appears in the title block of the contract being modified.
- (b) Item 3 (Effective date).
- (1) For a solicitation amendment, change order, or administrative change, the effective date shall be the issue date of the amendment, change order, or administrative change.
- (2) For a supplemental agreement, the effective date shall be the date agreed to by the contracting parties.
- (3) For a modification issued as an initial or confirming notice of termination for the convenience of the Government, the effective date and the modification number of the confirming notice shall be the same as the effective date and modification number of the initial notice.
- (4) For a modification converting a termination for default to a termination for the convenience of the Government, the effective date shall be the same as the effective date of the termination for default.
- (5) For a modification confirming the contracting officer's determination of the amount due in settlement of a contract termination, the effective date shall be the same as the effective date of the initial decision.
- (c) Item 6 (Issued By). Insert the name and address of the issuing office. If applicable, insert the appropriate issuing office code in the code block.
- (d) Item 8 (Name and Address of Contractor). For modifications to a contract or order, enter the contractor's name, address, and code as shown in the original contract or order, unless changed by this or a previous modification.
- (e) Items 9, (Amendment of Solicitation Number - Dated), and 10, (Modification of Contract/Order Number - Dated). Check the appropriate box and in the corresponding blanks insert the number and date of the original solicitation, contract, or order.
- (f) Item 12 (Accounting and Appropriation Data). When appropriate, indicate the impact of the modification on each affected accounting classification by inserting one of the following entries:
- (1) Accounting classification \_\_\_\_\_  
Net increase \$ \_\_\_\_\_
- (2) Accounting classification \_\_\_\_\_  
Net decrease \$ \_\_\_\_\_
- NOTE: If there are changes to multiple accounting classifications that cannot be placed in block 12, insert an asterisk and the words "See continuation sheet".
- (g) Item 13. Check the appropriate box to indicate the type of modification. Insert in the corresponding blank the authority under which the modification is issued. Check whether or not contractor must sign this document. (See FAR 43.103.)
- (h) Item 14 (Description of Amendment/Modification).
- (1) Organize amendments or modifications under the appropriate Uniform Contract Format (UCF) section headings from the applicable solicitation or contract. The UCF table of contents, however, shall not be set forth in this document.
- (2) Indicate the impact of the modification on the overall total contract price by inserting one of the following entries:
- (i) Total contract price increased by \$ \_\_\_\_\_
- (ii) Total contract price decreased by \$ \_\_\_\_\_
- (iii) Total contract price unchanged.
- (3) State reason for modification.
- (4) When removing, reinstating, or adding funds, identify the contract items and accounting classifications.
- (5) When the SF 30 is used to reflect a determination by the contracting officer of the amount due in settlement of a contract terminated for the convenience of the Government, the entry in Item 14 of the modification may be limited to --
- (i) A reference to the letter determination; and
- (ii) A statement of the net amount determined to be due in settlement of the contract.
- (6) Include subject matter or short title of solicitation/contract where feasible.
- (i) Item 16B. The contracting officer's signature is not required on solicitation amendments. The contracting officer's signature is normally affixed last on supplemental agreements.